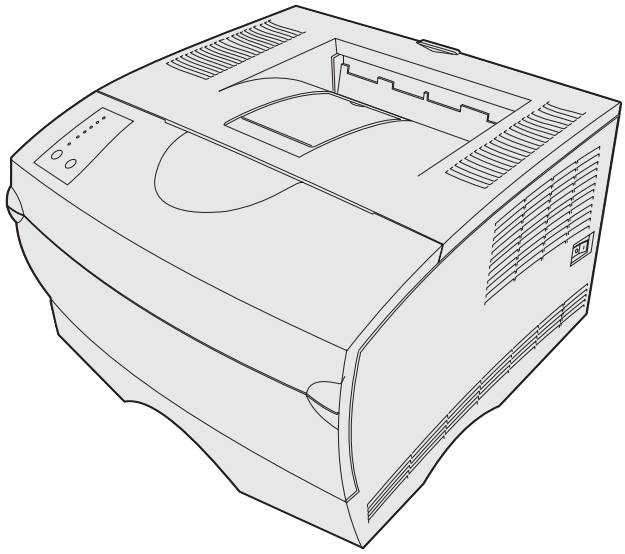
LEXMARK™

Lexmark T420

User's Reference



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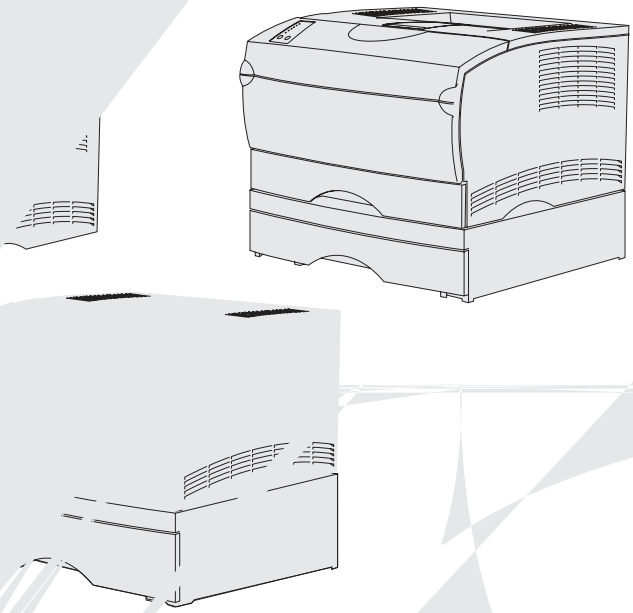


2 Tips for successful printing

Tips on storing print media

Store your print media properly. For more information, see **Storing print media**.

Avoiding jams

If you select appropriate print media (paper, transparencies, labels, and card stock) for your printer, you'll be well on your way to trouble-free printing. See **Print media guidelines** for more information.

> **Note:** We recommend that you try a limited sample of any print media you are considering using with the printer before purchasing large quantities.

By carefully selecting print media and loading it properly, you should be able to avoid most jams. See the following for instructions on loading print media:

- **Loading trays** (including the standard tray, optional 250-sheet tray, and optional label tray)
- **Loading the optional 500-sheet tray**
- **Using and loading the multipurpose feeder**

If you do experience a jam, see **Clearing jams** for instructions.

The following hints can help you avoid jams:

- Use only recommended print media. See **Print media guidelines** for more information. Refer to the *Card Stock & Label Guide* available on Lexmark's Web site at www.lexmark.com/publications for more information about which print media will provide optimum results for your printing environment.
- If you need detailed information before purchasing large quantities of customized print media, refer to the *Card Stock & Label Guide*.
- Do not load wrinkled, creased, damp, or curled print media.
- Flex, fan, and straighten print media before you load it. If jams do occur with print media, try feeding one sheet at a time through the multipurpose feeder.
- Do not overload the print media sources. Make sure the stack height does not exceed the maximum height indicated by the labels in the sources.
- Do not use print media that you have cut or trimmed yourself.
- Do not mix print media sizes, weights, or types in the same print media source.
- Make sure the recommended print side is face down when loading all trays and the recommended print side is face up when loading the multipurpose feeder.
- Keep print media stored in an acceptable environment. See **Storing print media**.
- Do not remove trays during a print job.
- Push all trays in firmly after loading them.
- Make sure the guides in the trays are properly positioned for the size print media you have loaded. Make sure the guides are not placed too tightly against the stack of print media.
- Card stock must exit to the rear output bin. See **Using the rear output bin** for more information.
- Envelopes may be sent to the standard output bin; however, if the envelopes exit to the rear output bin there is less curl.
- Make sure all cables that connect to the printer are correctly attached. Refer to the *Setup Guide* for more information.

3 Sending a job to print

Printing from a Windows environment

1. Load print media. (See **Loading trays**.)
2. From your software application, open the file you want to print.
3. From the File menu, select **Print Setup.**
4. Verify the correct printer is selected in the Print Setup dialog box.
5. In the Print Setup dialog box, select **Properties**, **Options**, or **Setup** (depending on the application), select the print media type and size, and then select **OK**.
6. Select **OK** or **Print**.

Printing from a Macintosh computer

1. Load print media. (See **Loading trays**.)
2. From your software application, open the file you want to print.
3. From the File menu, select **Page Setup**.
4. Verify the correct printer is selected in the dialog box.
5. From the Paper menu, select the print media type you are using, and then select **OK**.
6. From the File menu, select **Print**.

4 Canceling a print job

From the printer operator panel

If the job you want to cancel is printing and the **Ready/Data** light is blinking, press and release the **Cancel** button. All the lights come on indicating the print job is canceled.

From a Windows computer

1. Minimize all programs to display the desktop.
2. Double-click the **My Computer** icon.
3. Double-click the **Printer** icon.

   A list of available printers appears.
4. Double-click the printer you are using to print the job.

   A list of print jobs appears.
5. Select the job you want to cancel.
6. Press the **Delete** key.

From a Macintosh computer

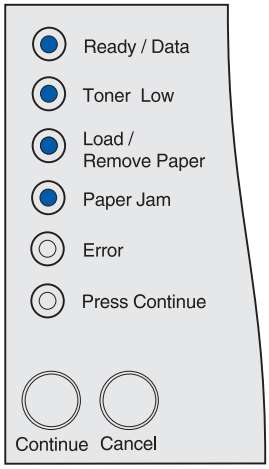
1. Double-click the printer icon on your desktop.

   A list of print jobs appears.
2. Press **Ctrl,** and then click the print job you want to cancel.
3. Select **Stop Queue** from the pop-up menu.

5 Printing Print Quality Test Pages

To help isolate print quality problems, print the Print Quality Test Pages:

1. Turn the printer off and open the upper front door.
2. Press and hold **Continue** as you turn the printer on. All the lights cycle.
3. Release **Continue**.
4. Close the upper front door. The light sequence that represents the Home menu is displayed.



Note: If the **Error** light is displayed, close the upper front door.

The Printer Settings Configuration sheet prints.

5. Press and release **Cancel** until you see the operator panel light sequence for Print Quality Test Pages, as indicated on the Printer Settings Configuration sheet.
6. Press and hold **Continue** until all the lights cycle.

The Print Quality Test Pages print. The pages include:

- An information page containing printer information, cartridge information, current margin settings, and a graphic to use to evaluate the print quality
- Two pages with graphics to use to evaluate how well the printer is capable of printing various types of graphics

7. Examine the pages to determine the quality of printing. If there are problems, see **Solving print quality problems**.

To return to the Home menu, press and hold **Cancel** until all the lights cycle. To exit the menus, turn the printer off.

6 Understanding fonts

Your printer has resident fonts stored permanently its memory. Different fonts may be available in PCL and PostScript emulations.

Your printer supports the following scalable fonts.

Supported fonts

PostScript 3 font names	PCL 6 font names
AlbertusMT	Albertus Medium
AlbertusMT-Italic	
AlbertusMT-Light	
	Albertus Extra Bold
AntiqueOlive-Roman	Antique Olive
AntiqueOlive-Italic	Antique Olive Italic
AntiqueOlive-Bold	Antique Olive Bold
AntiqueOlive-Compact	
ArialMT	Arial
Arial-ItalicMT	Arial Italic
Arial-BoldMT	Arial Bold
Arial-BoldItalicMT	Arial Bold Italic
AvantGarde-Book	ITC Avant Garde Book
AvantGarde-BookOblique	ITC Avant Garde Book Oblique
AvantGarde-Demi	ITC Avant Garde Demi
AvantGarde-DemiOblique	ITC Avant Garde Demi Oblique
Bookman-Light	ITC Bookman Light
Bookman-LightItalic	ITC Bookman Light Italic
Bookman-Demi	ITC Bookman Demi
Bookman-DemiItalic	ITC Bookman Demi Italic
	Clarendon Condensed Bold
Coronet-Regular	Coronet
Courier	CourierPS
Courier-Oblique	CourierPS Oblique
Courier-Bold	CourierPS Bold

Supported fonts (continued)

PostScript 3 font names	PCL 6 font names
Courier-BoldOblique	CourierPS Bold Oblique
	CG Omega
	CG Omega Bold
	CG Omega Italic
	CG Omega Bold Italic
Garamond-Antiqua	Garamond Antiqua
Garamond-Halbfett	Garamond Halbfett
Garamond-Kursiv	Garamond Kursiv
Garamond-KursivHalbfett	Garamond Kursiv Halbfett
Helvetica-Light	Helvetica Light
Helvetica-LightOblique	Helvetica Light Oblique
Helvetica-Black	Helvetica Black
Helvetica-BlackOblique	Helvetica Black Oblique
Helvetica	Helvetica
Helvetica-Oblique	Helvetica Italic
Helvetica-Bold	Helvetica Bold
Helvetica-BoldOblique	Helvetica Bold Italic
Helvetica-Narrow	Helvetica Narrow
Helvetica-Narrow-Oblique	Helvetica Narrow Italic
Helvetica-Narrow-Bold	Helvetica Narrow Bold
Helvetica-Narrow-BoldOblique	Helvetica Narrow Bold Italic
Intl-CG-Times	CG Times
Intl-CG-Times-Italic	CG Times Italic
Intl-CG-Times-Bold	CG Times Bold
Intl-CG-Times-BoldItalic	CG Times Bold Italic
Intl-Univers-Medium	Univers Medium
Intl-Univers-MediumItalic	Univers Medium Italic
Intl-Univers-Bold	Univers Bold
Intl-Univers-BoldItalic	Univers Bold Italic
Intl-Courier	Courier
Intl-Courier-Oblique	Courier Italic
Intl-Courier-Bold	Courier Bold
Intl-Courier-BoldOblique	Courier Bold Italic
LetterGothic	Letter Gothic
LetterGothic-Slanted	Letter Gothic Italic
LetterGothic-Bold	Letter Gothic Bold

Supported fonts (continued)

PostScript 3 font names	PCL 6 font names
LetterGothic-BoldSlanted	
Marigold	Marigold
NewCenturySchlbk-Roman	Century Schoolbook Roman
NewCenturySchlbk-Italic	Century Schoolbook Italic
NewCenturySchlbk-Bold	Century Schoolbook Bold
NewCenturySchlbk-BoldItalic	Century Schoolbook Bold Italic
Optima	
Optima-Bold	
Optima-BoldItalic	
Optima-Italic	
Palatino-Roman	Palatino Roman
Palatino-Italic	Palatino Italic
Palatino-Bold	Palatino Bold
Palatino-BoldItalic	Palatino Bold Italic
Symbol	SymbolPS
	Symbol
Times-Roman	Times Roman
Times-Italic	Times Italic
Times-Bold	Times Bold
Times-BoldItalic	Times Bold Italic
TimesNewRomanPSMT	Times New Roman
TimesNewRomanPS-ItalicMT	Times New Roman Italic
TimesNewRomanPS-BoldMT	Times New Roman Bold
TimesNewRomanPS-BoldItalicMT	Times New Roman Bold Italic
Univers	
Univers-Oblique	
Univers-Bold	
Univers-BoldOblique	
Univers-Condensed	Univers Condensed Medium
Univers-CondensedOblique	Univers Condensed Medium Italic
Univers-CondensedBold	Univers Condensed Bold
Univers-CondensedBoldOblique	Univers Condensed Bold Italic
Wingdings-Regular	Wingdings
ZapfChancery-MediumItalic	ITC Zapf Chancery Medium Italic
ZapfDingbats	ITC Zapf Dingbats
	OCR-A

Supported fonts (continued)

PostScript 3 font names	PCL 6 font names
	OCR-B
	C39 Narrow
	C39 Regular
	C39 Wide

Your printer also supports the following PCL 6 bitmapped fonts:

- Line Printer 16
- POSTNET Bar Code

Your printer supports the following PCL 6 symbol sets.

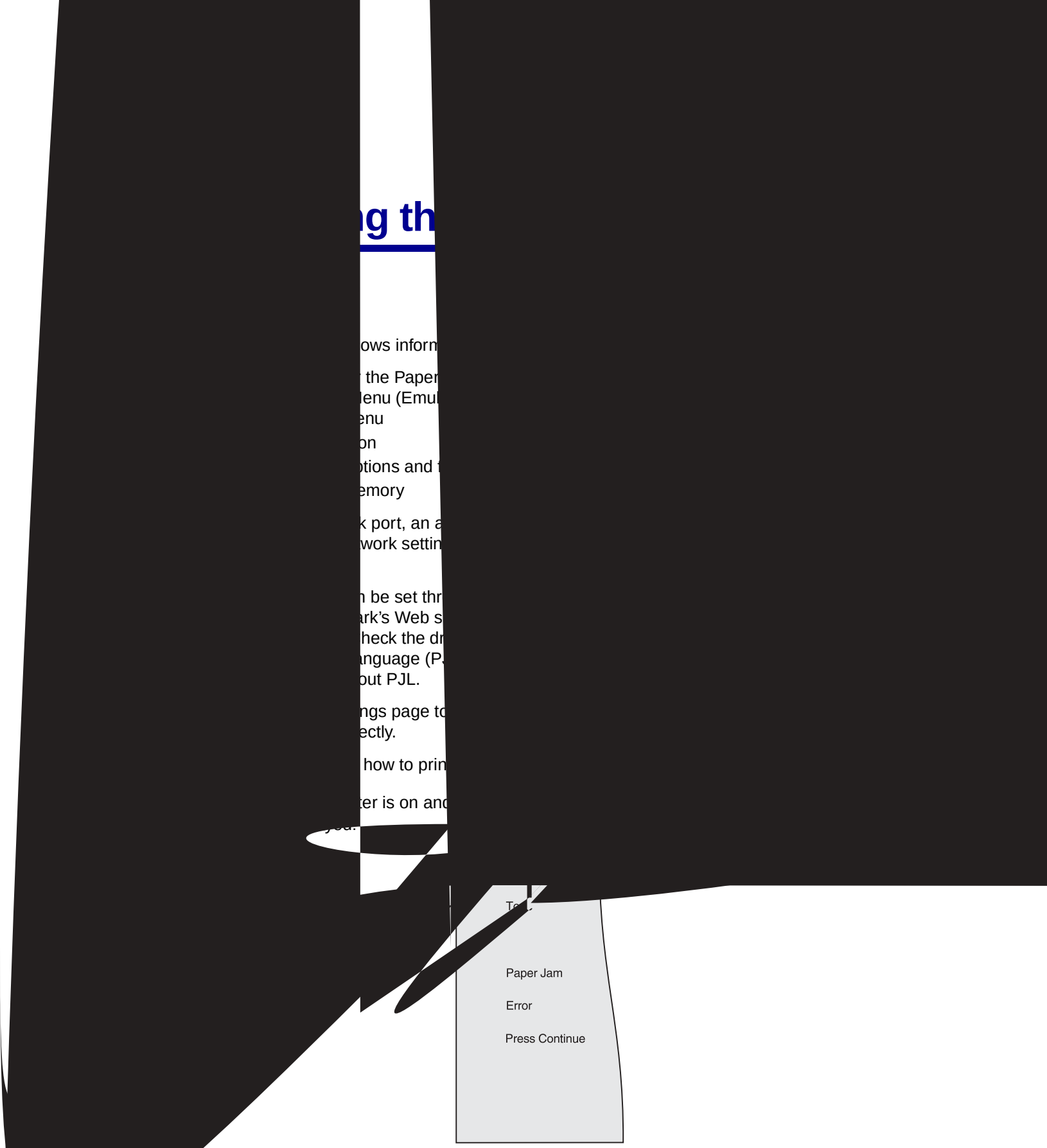
Supported symbol sets

ABICOMP Brazil/Portugal	Wingdings	ISO 25: French
ABICOMP International	POSTNET Bar Code	ISO 57: Chinese
DeskTop	ISO : German	ISO 60: Norwegian version 1
Legal	ISO : Spanish	ISO 61: Norwegian version 2
MC Text	ISO 2: IRV (Int'l Ref Version)	ISO 69: French
Microsoft Publishing	ISO 4: United Kingdom	ISO 84: Portuguese
Russian-GOST	ISO 6: ASCII	ISO 85: Spanish
Ukrainian	ISO 10: Swedish	ISO 8859-1 Latin 1 (ECMA-94)
PCL ITC Zapf Dingbats	ISO 11: Swedish for Names	ISO 8859-2 Latin 2
PS ITC Zapf Dingbats	ISO 14: JIS ASCII	ISO 8859-5 Latin/Cyrillic
PS Math	ISO 15: Italian	ISO 8859-7 Latin/Greek
PS Text	ISO 16: Portuguese	ISO 8859-9 Latin 5
Pi Font	ISO 17: Spanish	ISO 8859-10 Latin 6
Symbol	ISO 21: German	ISO 8859-15 Latin 9
PC-8 Bulgarian	PC-855 Cyrillic	Roman-9
PC-8 Danish/Norwegian (437N)	PC-857 Latin 5 (Turkish)	Roman Extension
PC-8 Greek Alternate (437G)	PC-858 Multilingual Euro	Ventura ITC Zapf Dingbats
PC-8 Turkish (437T)	PC-860 Portugal	Ventura International
PC-8 Latin/Greek	PC-861 Iceland	Ventura Math
PC-8 PC Nova	PC-863 Canadian French	Ventura US
PC-8 Polish Mazovia	PC-865 Nordic	Windows 3.0 Latin 1
PC-8 Code Page 437	PC-866 Cyrillic	Windows Cyrillic
PC-1004 OS/2	PC-869 Greece	Windows Greek
PC-775 Baltic (PC-8 Latin 6)	PC-911 Katakana	Windows Latin 1
PC-850 Multilingual	Math-8	Windows Latin 2

Supported symbol sets (continued)

PC-851 Greece	Greek-8	Windows Latin 5
PC-852 Latin 2	Turkish-8	Windows Latin 6 (Baltic)
PC-853 Latin 3 (Turkish)	Roman-8	OCR-A
OCR-B	109Y Bar Code	
9Y Bar Code	209Y Bar Code	

Refer to the *Technical Reference* on Lexmark's Web site for more information about font and symbol set support.



2 Press and release **Continue**.

The menu settings page prints.

8 Print media sources and specifications

This topic provides specifications for each type of print media that can be used with your printer, as well as important information about the print media sources and the output bins.

For detailed information about print media characteristics, refer to the *Card Stock & Label Guide* available on Lexmark's Web site at www.lexmark.com/publications.

Print media source specifications details the types and quantities of print media you can load in each of the sources. For more information on selecting specific print media, see **Print media guidelines**.

We recommend that you try a limited sample of any print media you are considering using with the printer before purchasing large quantities.

The following information refers to items in the **Print media source specifications** table and provides helpful tips about print media and sources:

- For weights of print media other than paper, refer to the *Card Stock & Label Guide.*
- Capacities are for 20 lb paper, unless otherwise noted.
- For more information about printing labels from tray 1 (standard tray), refer to the *Card Stock & Label Guide*.
- The optional tray (tray 1) is designed to handle 100 sheets of heavy labels, but its capacity may be reduced due to the thickness of some labels.
- You can send labels and transparencies to the standard output bin; however, they may print more successfully when sent to the rear output bin.
- The following sizes or types of print media *must* exit to the rear output bin:
  - Print media 165.1 mm (6.5 in.) or less in length
  - 3 x 5 in. and 4 x 6 in. index cards and card stock
- Envelopes may curl less if they exit to the rear output bin.

Print media source specifications

Source	Print media supported	Sizes supported	Weight	Capacity
Tray 1 (standard 250-sheet tray)	Paper, paper labels, transparencies	A4, A5, JIS B5, folio, letter, legal, executive, statement	60–90 g/m^2 (16–24 lb)	250 sheets of paper 50 transparencies 100 sheets of labels
Tray 1 (optional label tray)	Heavy labels, paper, transparencies	A4, A5, JIS B5, folio, letter, legal, executive, statement	75–90 g/m^2 (20–24 lb)	250 sheets of paper 50 transparencies 100 sheets of labels
Tray 2 (optional 250-sheet tray)	Paper only	A4, A5, JIS B5, folio, letter, legal, executive, statement	60–90 g/m^2 (16–24 lb)	250 sheets of paper
Tray 2 (optional 500-sheet tray)	Paper only	A4, JIS B5, folio, letter, legal, executive	60–90 g/m^2 (16–24 lb)	500 sheets of paper
Multipurpose feeder	Paper, envelopes, labels, transparencies, card stock	Minimum: 76.2 x 127 mm (3 x 5 in.) Maximum: 216 x 355.6 mm (8.5 x 14 in.) Supports all sizes listed in **Supported print media sizes**.	60–199 g/m^2 (16–53 lb)	100 sheets of paper 10 envelopes 30 sheets of labels 20 transparencies 10 sheets of card stock

Note: Print duplex jobs only on paper weighing 16–24 lb.

Duplex unit specifications

	Exits to the standard output bin	Exits to the rear output bin [1]
Sizes supported	A4, JIS B5, folio, letter, legal	A4, folio, letter, legal [2]
Weight	60–90 g/m^2 (16–24 lb)	75–90 g/m^2 (20–24 lb)

[1] Print media exits to the rear output bin if it is open.

[2] Legal size paper sent to the rear output bin stacks improperly when too many sheets accumulate. Remove paper often from this bin.

The multipurpose feeder accepts print media within the following dimensions:

	Minimum	Maximum
Width	76.2 mm (3 in.)	216 mm (8.5 in.)
Length	127 mm (5 in.)	355.6 mm (14 in.)
The multipurpose feeder accepts print media within a weight range of 60–199 g/m^2 (16–53 lb).		

The following information refers to items in the **Supported print media sizes** table and provides helpful tips about print media sizes your printer supports.

- Legal size paper sent to the rear exit bin stacks improperly when too many sheets accumulate. Remove the paper often from this bin.
- Select Universal size when using a nonstandard size sheet of print media. The printer formats the page for the maximum size (8.5 x 14 in.). Set the actual size from your software application.
- Envelopes may be sent to the standard output bin; however, they may curl less if sent to the rear output bin.
- Select Universal size when using a nonstandard size of envelope. The printer formats the envelope for the maximum size (9.02 x 14 in.). Set the actual size from your software application.

Supported print media sizes

✓ - indicates support ✕ - indicates no support Print media	Dimensions	Tray 1 (250-sheet tray)	Tray 1 (optional label tray)	Tray 2 (optional 250-sheet drawer)	Tray 2 (optional 500-sheet drawer)	Multipurpose feeder	Standard output bin	Rear output bin	Duplex
Paper									
A4	210 x 297 mm (8.27 x 11.7 in.)	✓	✓	✓	✓	✓	✓	✓	✓
A5	148 x 210 mm (5.83 x 8.27 in.)	✓	✓	✓	✕	✓	✓	✓	✕
JIS B5	182 x 257 mm (7.17 x 10.12 in.)	✓	✓	✓	✓	✓	✓	✓	✓
Letter	215.9 x 279.4 mm (8.5 x 11 in.)	✓	✓	✓	✓	✓	✓	✓	✓
Legal	215.9 x 356 mm (8.5 x 14 in.)	✓	✓	✓	✓	✓	✓	✓	✓
Executive	184.2 x 266.7 mm (7.25 x 10.5 in.)	✓	✓	✓	✓	✓	✓	✓	✕
Folio	215.9 x 330 mm (8.5 x 13 in.)	✓	✓	✓	✓	✓	✓	✓	✓
Statement	139.7 x 215.9 mm (5.5 x 8.5 in.)	✓	✓	✓	✕	✓	✓	✓	✕
Universal	216 x 356 mm (8.5 x 14 in.)	✓	✓	✓	✕	✓	✓	✓	✓
Envelopes									
7 3/4 Envelope (Monarch)	98.4 x 190.5 mm (3.875 x 7.5 in.)	✕	✕	✕	✕	✓	✓	✓	✕
9 Envelope	98.4 x 225.4 mm (3.875 x 8.875 in.)	✕	✕	✕	✕	✓	✓	✓	✕

Supported print media sizes (continued)

✓ - indicates support ✕ - indicates no support Print media	Dimensions	Tray 1 (250-sheet tray)	Tray 1 (optional label tray)	Tray 2 (optional 250-sheet drawer)	Tray 2 (optional 500-sheet drawer)	Multipurpose feeder	Standard output bin	Rear output bin	Duplex
10 Envelope (Com-10)	104.8 x 241.3 mm (4.125 x 9.5 in.)	✕	✕	✕	✕	✓	✓	✓	✕
DL Envelope	110 x 220 mm (4.33 x 8.66 in.)	✕	✕	✕	✕	✓	✓	✓	✕
C5 Envelope	162 x 229 mm (6.38 x 9.01 in.)	✕	✕	✕	✕	✓	✓	✓	✕
B5 Envelope	176 x 250 mm (6.93 x 9.84 in.)	✕	✕	✕	✕	✓	✓	✓	✕
Other Envelope (Universal)	536 x 216 mm (14 x 8.5 in.)	✕	✕	✕	✕	✓	✓	✓	✕

Supported print media types

✓ - indicates support ✕ - indicates no support Print media	Tray 1 (250-sheet tray)	Tray 1 (optional label tray)	Tray 2 (optional 250-sheet drawer)	Tray 2 (optional 500-sheet drawer)	Multipurpose feeder	Standard output bin	Rear output bin	Duplex
Card stock	✕	✕	✕	✕	✓	✕	✓	✕
Labels	✓	✓	✕	✕	✓	✓*	✓	✕
Transparencies	✓	✓	✕	✕	✓	✓*	✓	✕

* Labels and transparencies may be sent to the standard output bin; however, they may print more successfully when sent to the rear output bin.

9 Storing print media

Use the following guidelines for proper print media storage. These help avoid paper feeding problems and uneven print quality:

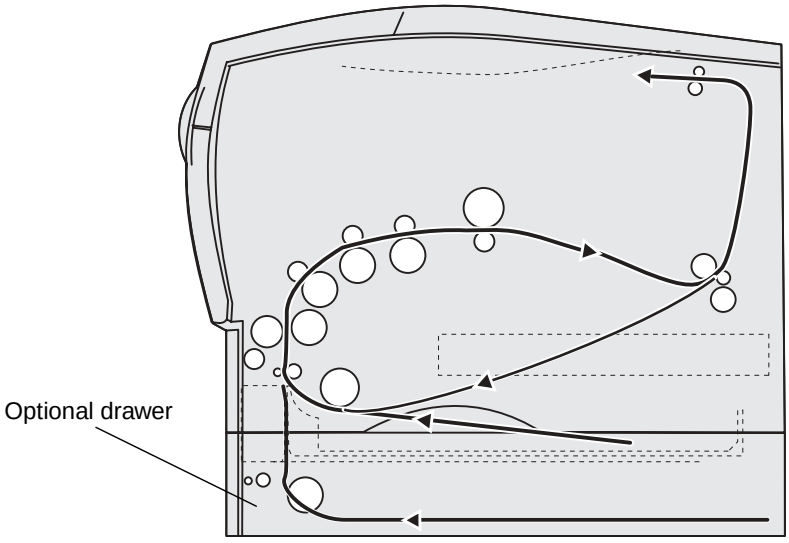
- For best results, store print media in an environment where the temperature is approximately 21°C (70°F) and the relative humidity is 40%.
- Store cartons of print media on a pallet or shelf, rather than directly on the floor.
- If you store individual packages of print media out of the original carton, make sure they rest on a flat surface so the edges do not buckle or curl.
- Do not place anything on top of the print media packages.

10 Clearing jams

By carefully selecting print media and loading it properly, you should be able to avoid most jams. If jams do occur, complete the steps in the following sections. If jams occur frequently, see **Avoiding jams**.

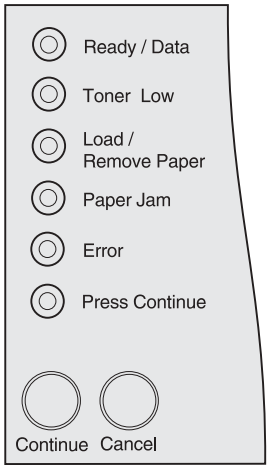
Note: To clear the **Paper Jam** error light message, you must remove all jammed print media from the entire paper path. Press and release the Continue button to clear the message and resume printing. A new copy of the page that jammed prints if Jam Recovery is set to On in the printer driver or in the Local Printer Setup Utility. Setting Jam Recovery to Auto does not guarantee that a new copy of the page will print.

The following illustration shows the path that print media travels through the printer. The path varies depending on the input source (trays and multipurpose feeder) and output bin you are using.



Right side view of the printer

The operator panel has six lights.



The following light sequence indicates a jam:

Ready/ Data	Toner Low	Load/Remove Paper	Paper Jam	Error	Press Continue
◎	◎	◎	●	◎	●

When you see this light sequence, press and release the **Continue** button twice quickly. A secondary jam light sequence displays.

Use the table on the following page to locate instructions for clearing the jam causing the secondary light sequence.

Note: Make sure to clear the entire paper path. After the path is clear, press and release **Continue** to clear the message and resume printing. If the **Paper Jam** light remains on after you remove a jam, and press and release **Continue**, check the duplex area for a jam.

Ready/ Data	Toner Low	Load/ Remove Paper	Paper Jam	Error	Press Continue	Printer condition	See:
						Jam in input area (An input area is where print media enters the printer from a source.)	• **Jams in the tray 1 area** on **page 33** • **Jams in the tray 2 area** on **page 34** • **Jams inside a tray after clearing the metal stop** on **page 34** • **Jams under the print cartridge** on **page 27** • **Exiting to the standard output bin** on **page 31**
						Jam between the input area and the exit area (An input area is where print media enters the printer from a source. An exit area is where a printed job exits to an output bin.)	**Jams under the print cartridge** on **page 27**
						Jam in exit area (An exit area is where a printed job exits to an output bin.)	• **Jams under the printer** on **page 35** • **Before reaching the standard output bin** on **page 29** • **Exiting to the standard output bin** on **page 31** • **Jams behind the rear output bin door** on **page 32**
						Jam in the internal duplex unit	**Jams under the printer** on **page 35**
						Jam in the multipurpose feeder	**Jams in the multipurpose feeder** on **page 33**

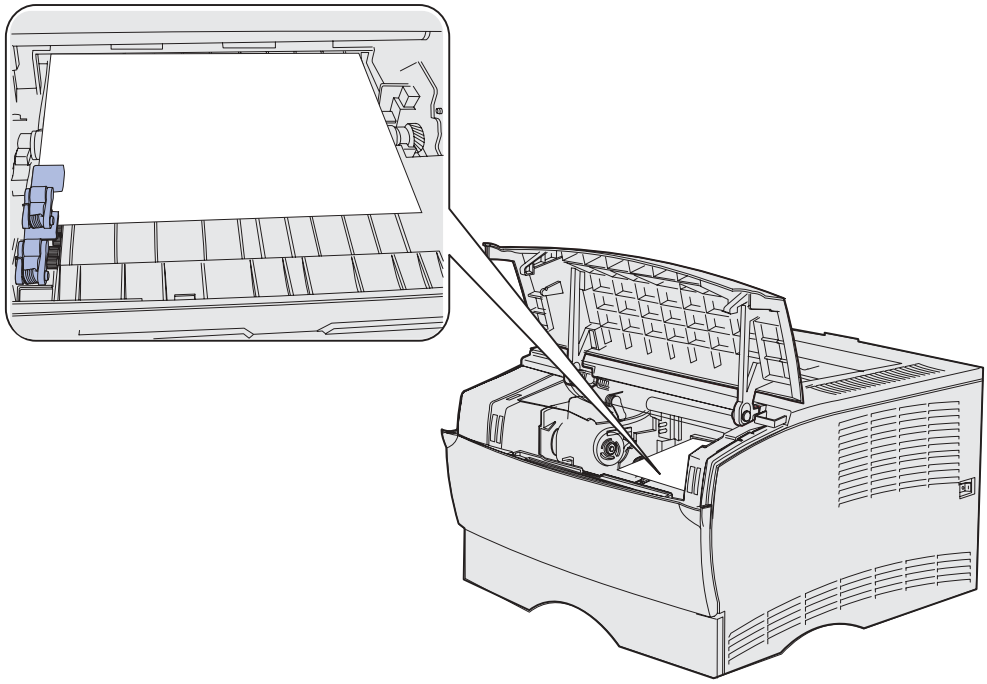
Note: To avoid tearing print media, pull all jams out gently and slowly.

Jams under the print cartridge

Since the jam may occur farther back in the printer behind the print cartridge area, you may need to reach in farther to remove the jam.

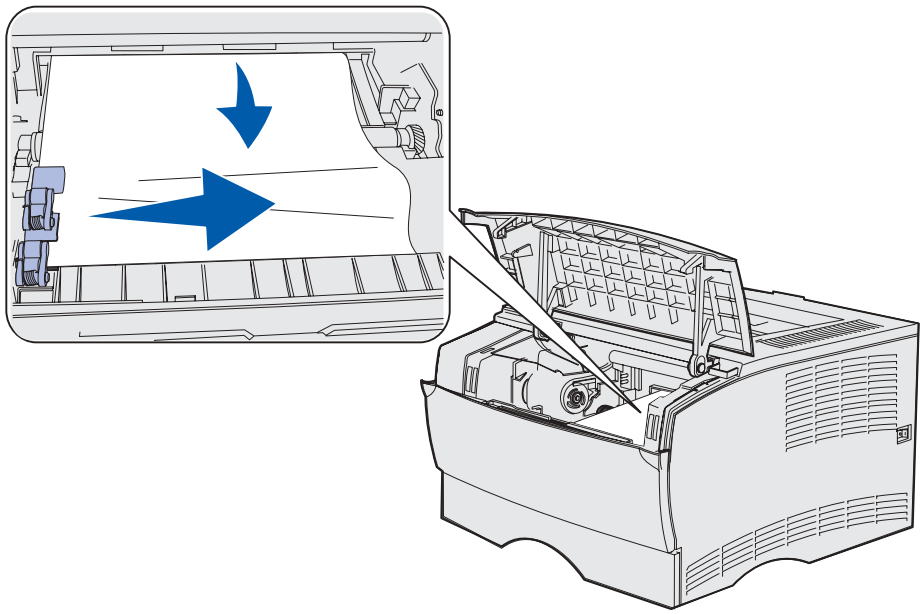
1. Open the upper front door.
2. Remove the print cartridge. (See **Removing the used print cartridge** for instructions.)

CAUTION: The rear portion of the inside of the printer may be hot.



Note: The ends of the print media may not be visible.

3 With both hands, pull the print media to the right, and then out.



Note: If the print media resists, stop pulling and access it from the rear output bin door. See **Jams behind the upper front door and the rear output bin door** to continue.

4 Reinstall the print cartridge. (See pages **72** through **73** of **Installing the new print cartridge** for instructions.)

5 Close the upper front door.

Jams behind the upper front door and the rear output bin door

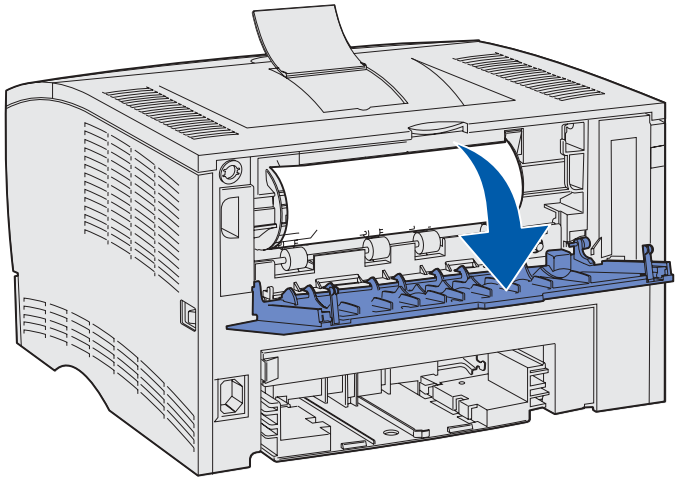
Jams in these areas require opening the rear output bin door and the upper front door:

- The print media jams before reaching the standard output bin. See **Before reaching the standard output bin**.
- The print media jams before exiting completely into the standard output bin. See **Exiting to the standard output bin**.

Before reaching the standard output bin

The print media jams before reaching the standard output bin.

1 Open the rear output bin door.



nt media on

3

Make

Jams in the

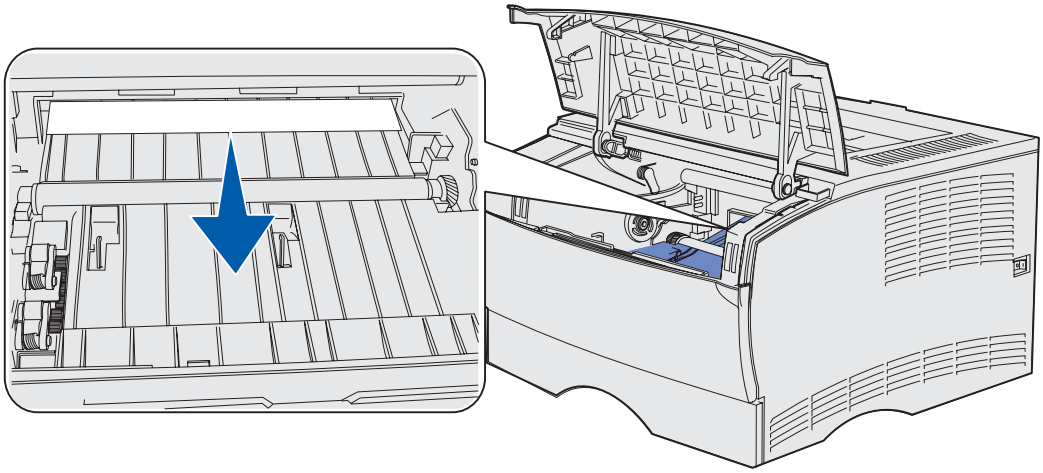
1 Open the upp ee **page 69** i
instructions.)

2 Remove the print cartridg See **page 7**
instructions.)

CAUTION: The inside rear of the printer may be hot.

3 Locate the jam inside the printer.

4 Gently pull the jam straight out and then up.



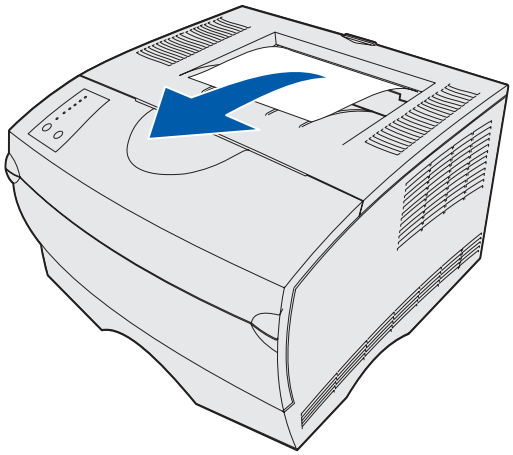
5 Reinstall the print cartridge.

6 Close the upper front door.

Exiting to the standard output bin

1 Gently pull the jam straight out.

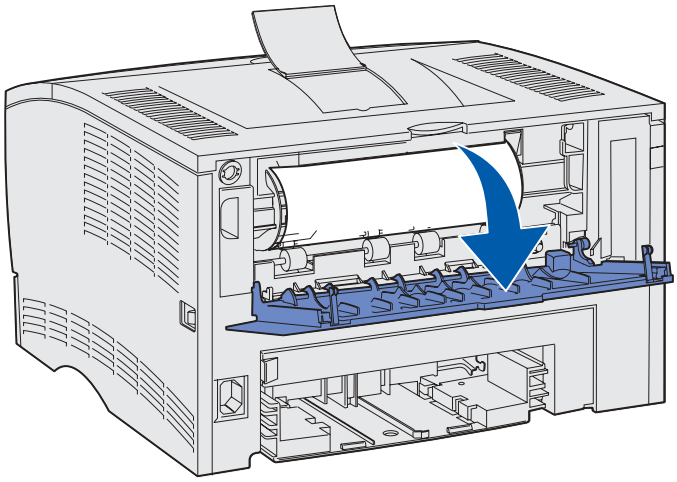
2 If the print media does not pull easily from here, continue with **Jams behind the rear output bin door** on **page 32**.



Jams behind the rear output bin door

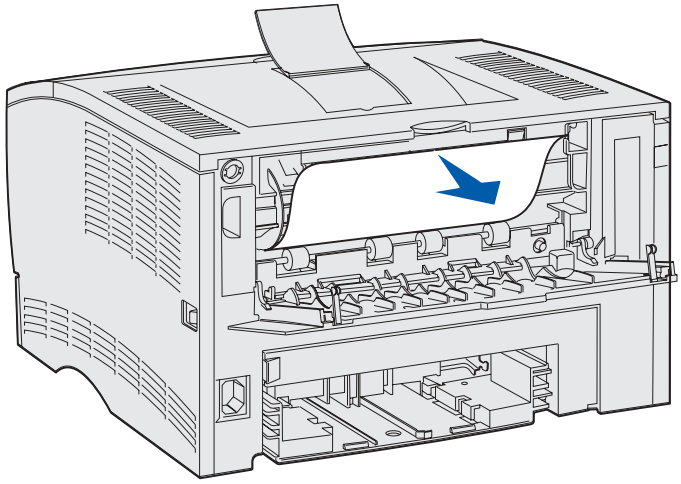
This jam occurs when print media less than 152.4 mm (6 in.) in length has attempted to exit to the standard output bin.

1 Open the rear output bin door.



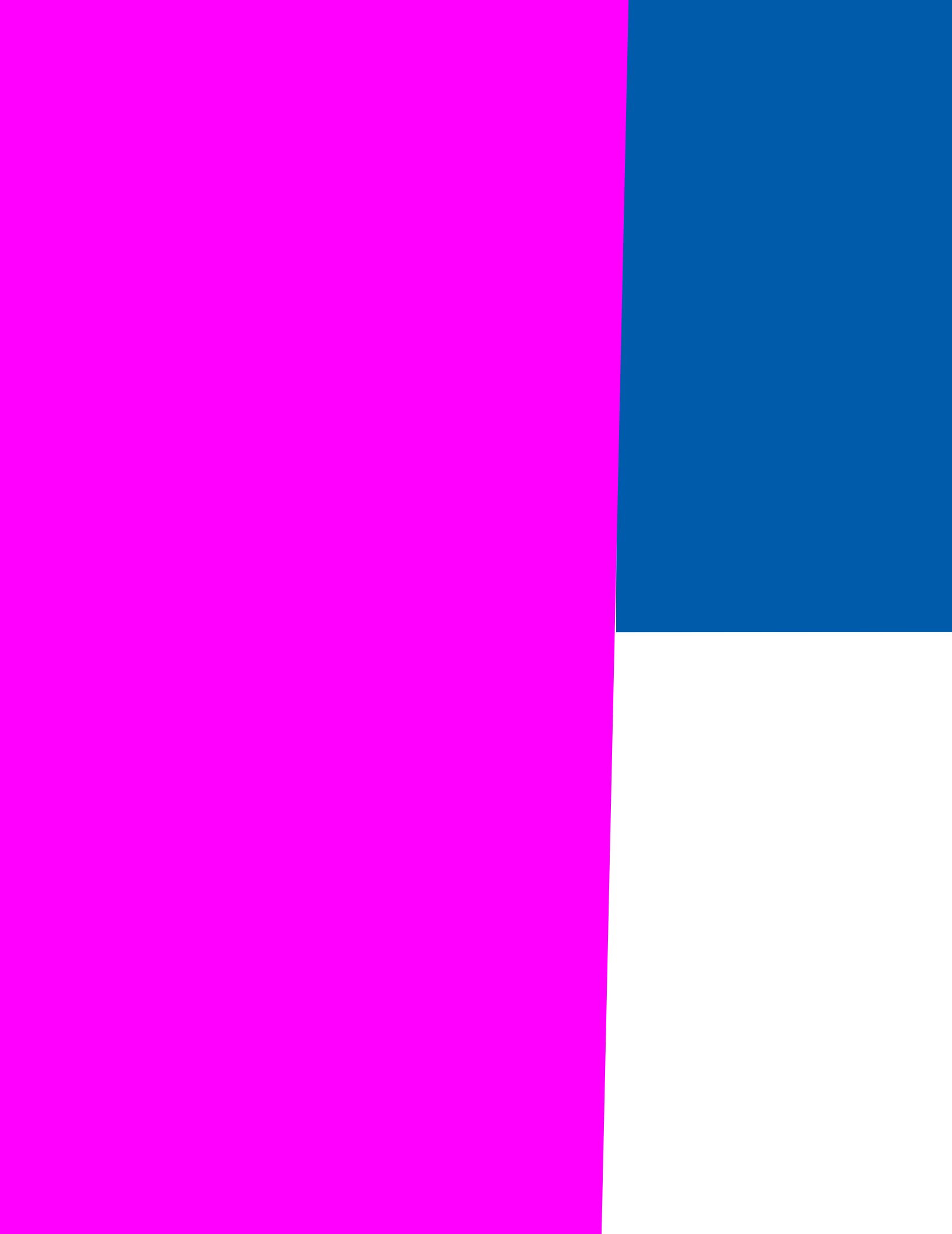
2 Gently remove the jam.

If the print media resists, stop pulling. Remove the print cartridge, and then pull the jam out.



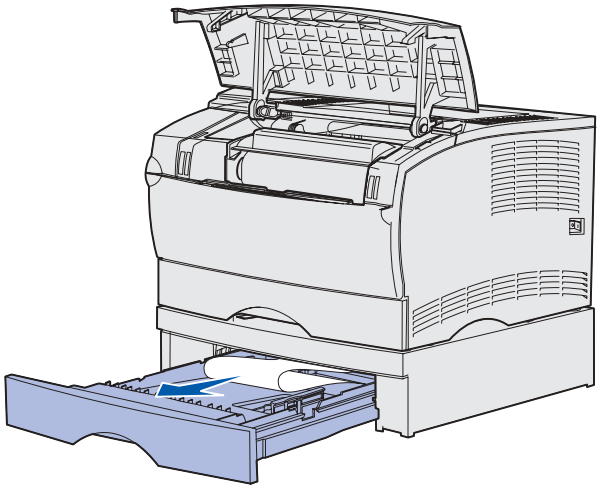
Note: If you cannot find the jam inside the printer, check to see if the print job has exited to the standard output bin.

3 Leave the rear output bin door open to finish printing any additional pages less than 152.4 mm (6 in.) in length. Also, set the Paper Length to Short.



Jams in the tray 2 area

1. Gently pull tray 2 (250-sheet or 500-sheet tray) out.
2. Pull the jam straight out.

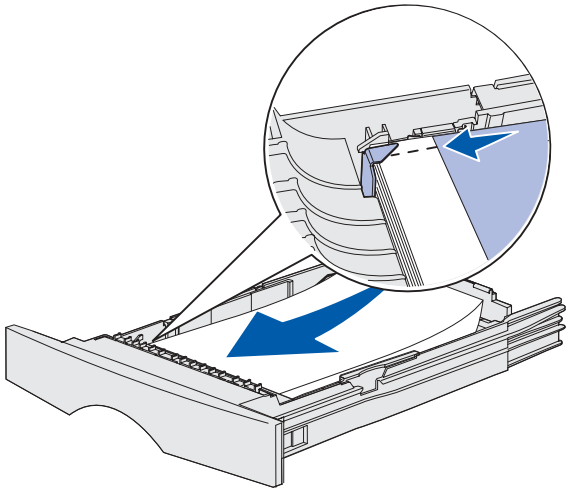


3. Push the tray in.

Jams inside a tray after clearing the metal stop

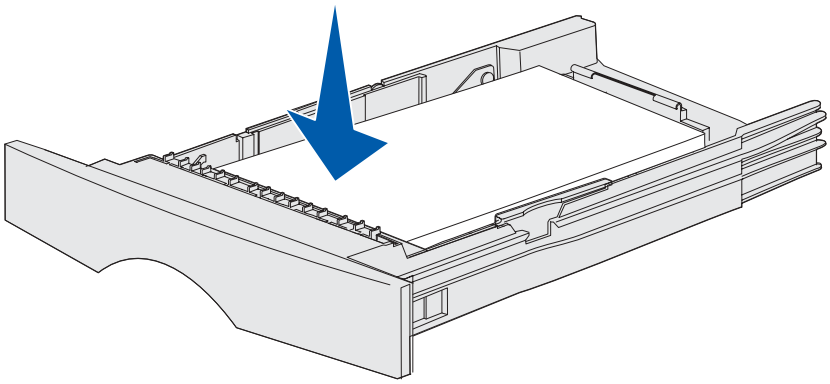
The print media jams as it releases from under the metal stop, but it has not completely exited the tray. This can occur in any of the trays. You need to check each tray.

1. Pull the tray completely out.
2. Reposition the print media under the metal stop.



Note: If the sheet of print media is damaged, remove it. Do not reposition it.

3 Press down on the print media until the metal plate below it locks into place.



4 Insert the tray. See **page 42** in **Loading trays** for an illustration on how to insert the tray.

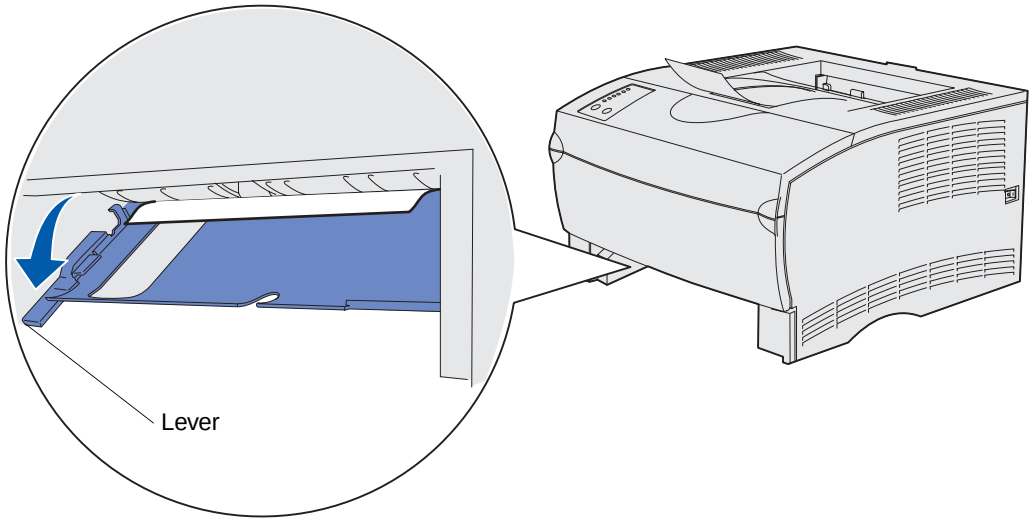
Jams under the printer

Print media can jam under the printer and above tray 1 when the duplex function is in use. To clear this type of jam:

1 Pull tray 1 (standard tray or optional label tray) completely out.

2 Look under the printer on the left side to locate a green lever.

3 Press down on the green lever.

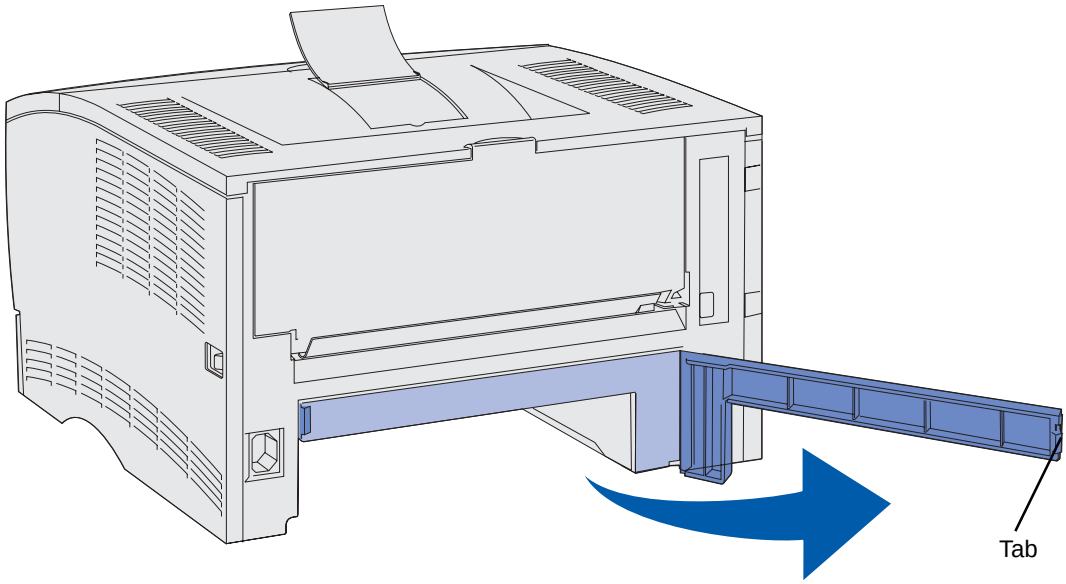


4 Look for the jam. If it is not visible from the front, continue with **step 6**.

5 Gently pull the jam toward you.

Note: If the jam does not come out easily, continue with **step 6**.

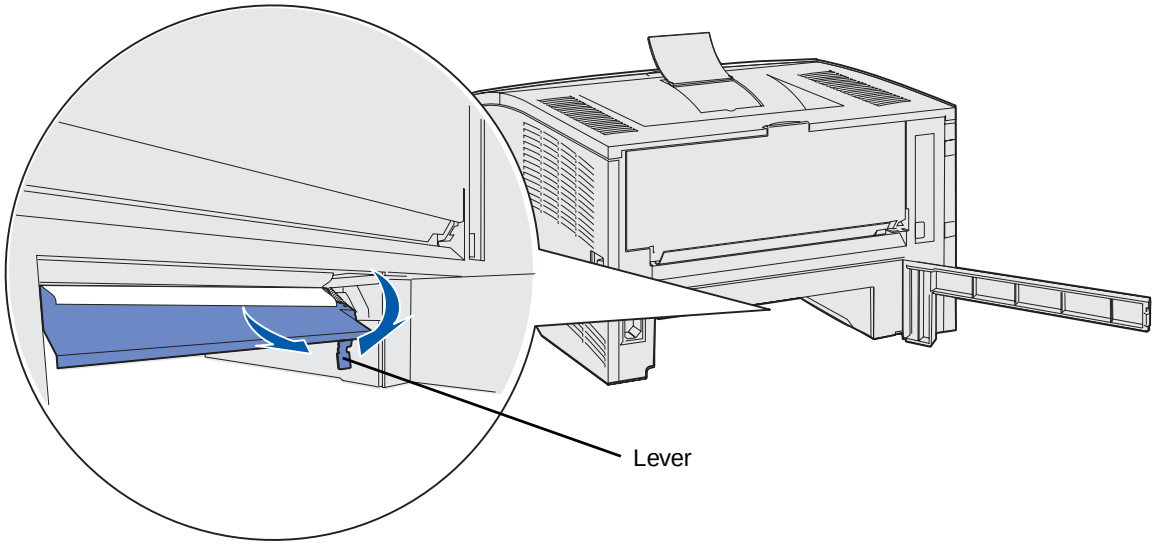
6 From the back of the printer, open the rear door using the tab.



7 Look under the printer on the right side to locate a green lever.

8 Push down on the lever.

9 Gently pull the jam toward you.



10 Close the rear door.

11 Insert the tray.

11 Loading trays

Your printer has two standard sources, the 250-sheet tray (standard tray) and the multipurpose feeder. For more information, see **Using and loading the multipurpose feeder**. Load the print media you use for the majority of your print jobs in the standard 250-sheet tray.

Proper print media loading helps prevent jams and helps make your printing trouble-free.

Before loading print media, know the recommended print side of the print media you are using. This information is usually indicated on the print media package.

Do not remove trays while a job prints or while the **Ready/Data** light blinks on the operator panel. Doing so may cause a jam.

Using the optional label tray

The optional label tray is inserted in place of the standard tray if you plan on using it.

See **Print media source specifications** for more information on tray 1 (optional label tray).

Print media is loaded in the optional label tray exactly like print media is loaded in the standard tray.

Loading the standard tray, the optional 250-sheet tray, or the optional label tray

The following instructions work for loading the standard tray, the optional label tray, or the tray for the optional 250-sheet drawer.

Your printer has one standard 250-sheet tray. The optional label tray fits in the printer in place of the standard tray.

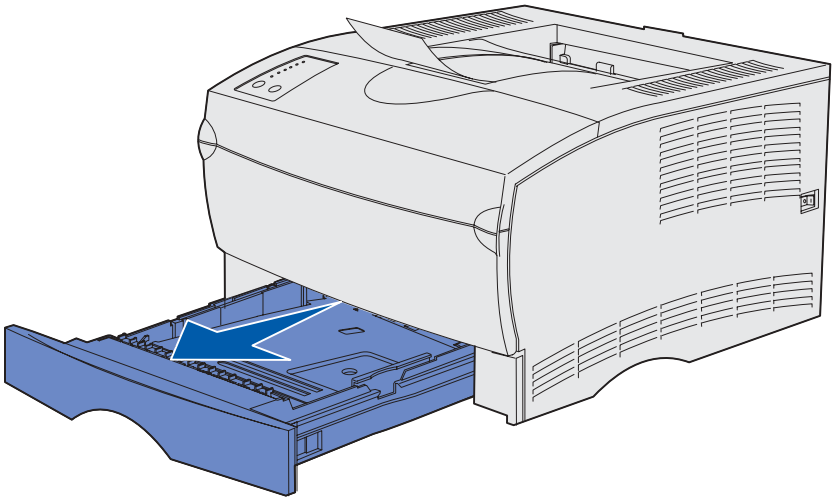
You may use the optional 250-sheet drawer or the optional 500-sheet drawer as a print media source; however, you may use only one of these options at a time. See your *Setup Guide* for installation information.

For the sizes and types of print media these trays support, see **Print media source specifications**.

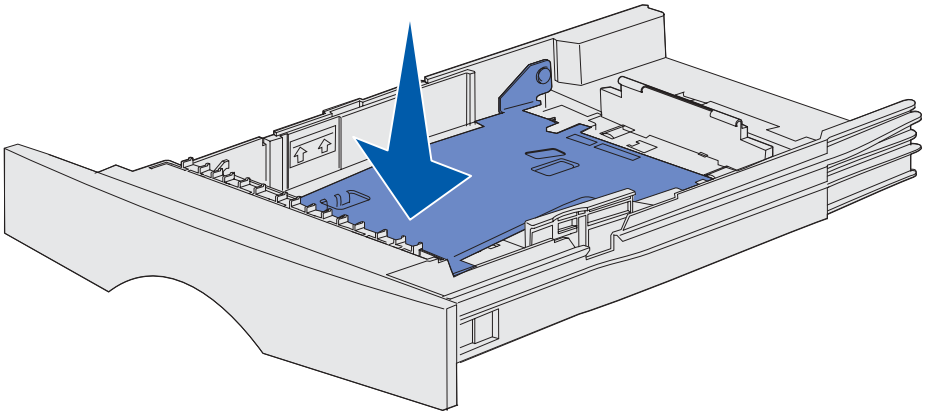
To load the tray for the optional 500-sheet drawer, see **Loading the optional 500-sheet tray**.

To load print media in a tray:

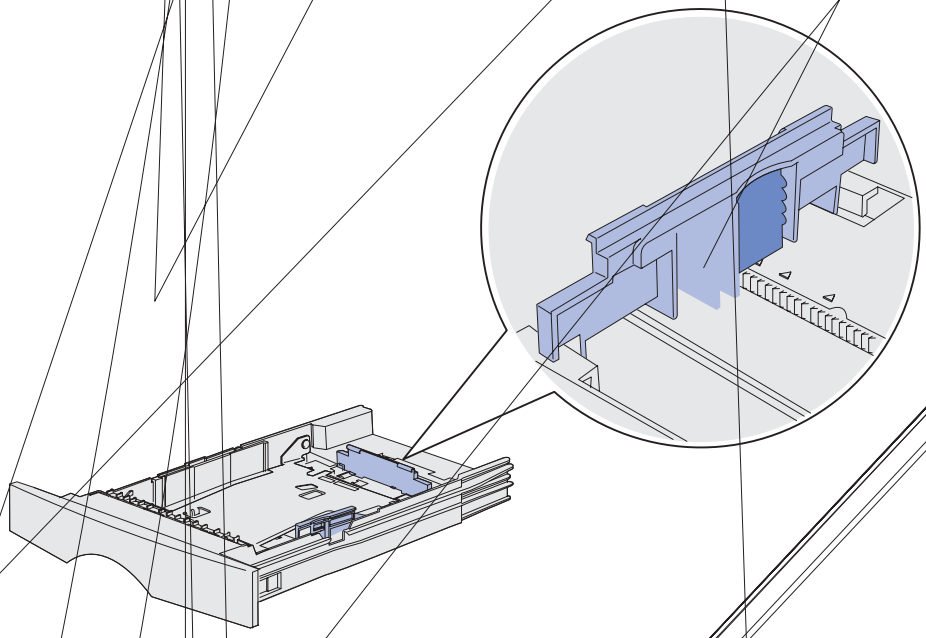
1. Pull the tray out. Remove the tray completely.



2. Press down on the metal plate until it locks into place.



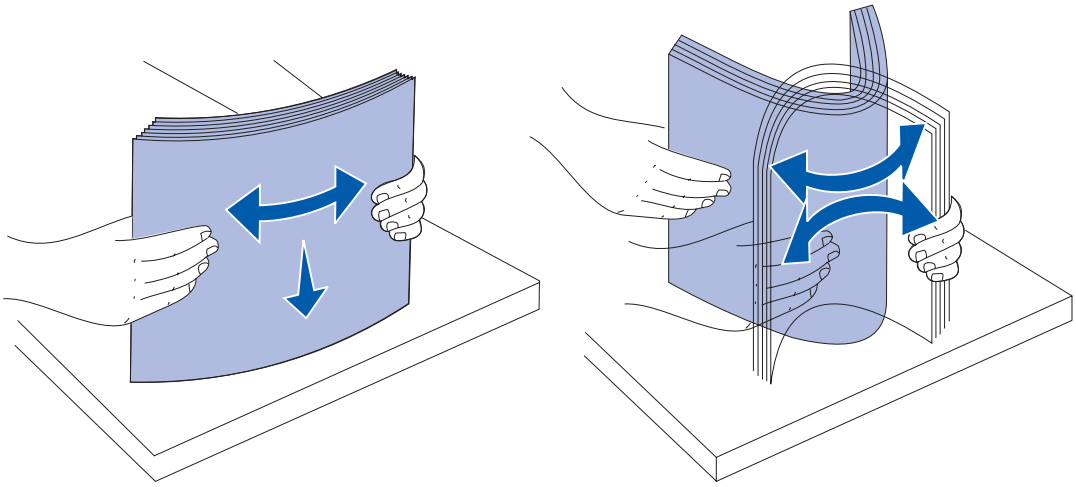
3 Locate the tabs on both of the guides.



4 Squeeze the length guide tab and the length guide together, and then slide the guide to the back of the tray.

5 Squeeze the width guide tab and the width guide together, and then slide the guide all the way to the right.

6 Flex the sheets back and forth to loosen them, then fan them. Do not fold or crease the print media. Straighten the edges on a level surface.



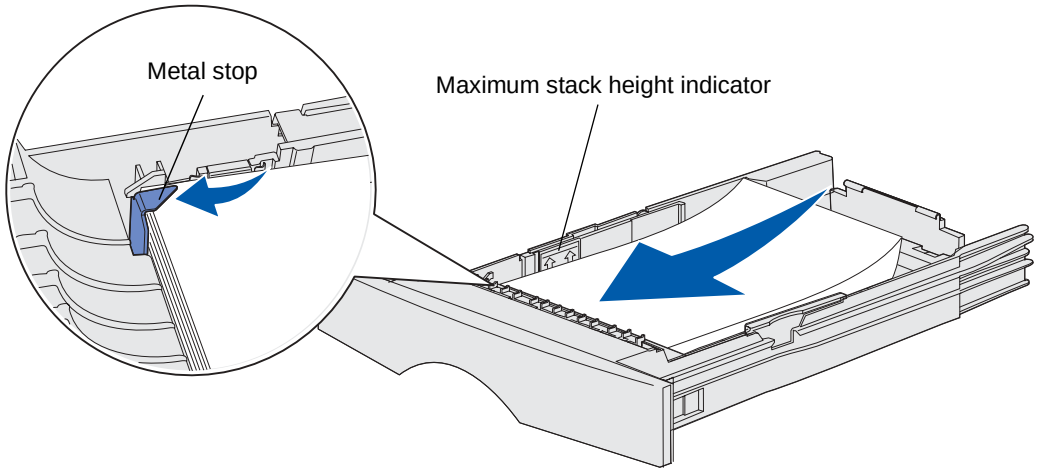
Hold the print media so the side you want to print on is face down, and the front edge of the stack is toward the front of the tray.

For information on loading letterhead, see **Printing on letterhead**.

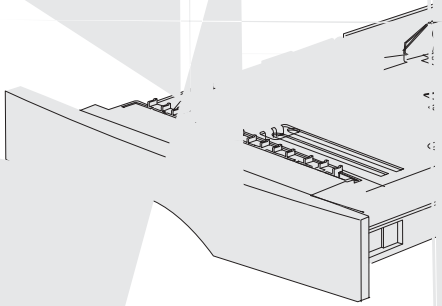
7 Place the stack of print media against the left side of the tray and insert it under the metal stop.

Make sure the print media fits easily under the metal stop and is not bent or wrinkled. Do not raise the metal stop or force print media under it.

Note: Do not exceed the maximum stack height indicated by the maximum stack height indicator. Overfilling the tray may cause jams.



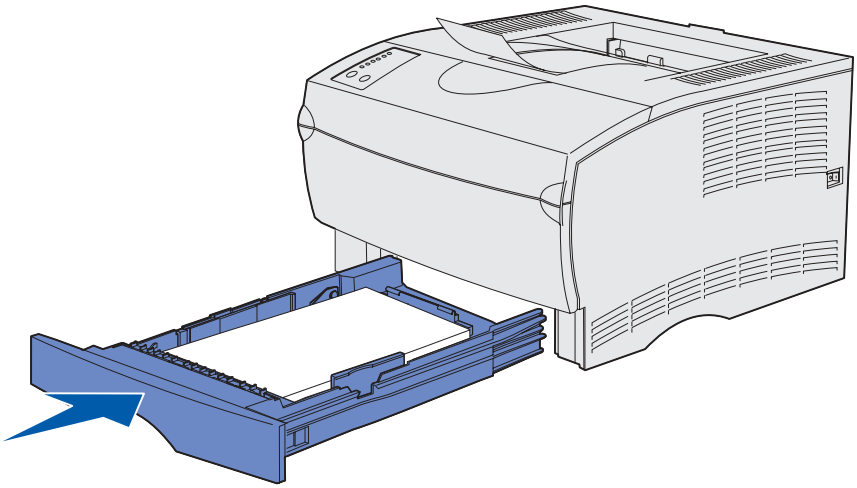
he w dth guide tab an
e pri t media.



queeze the length guide tab an
edge of the print media.

Note: Sliding the guides too sfeeds.

10 Insert the tray.

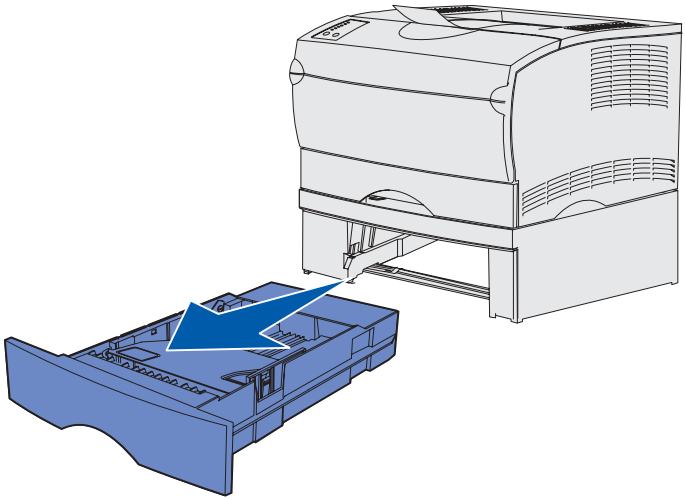


Loading the optional 500-sheet tray

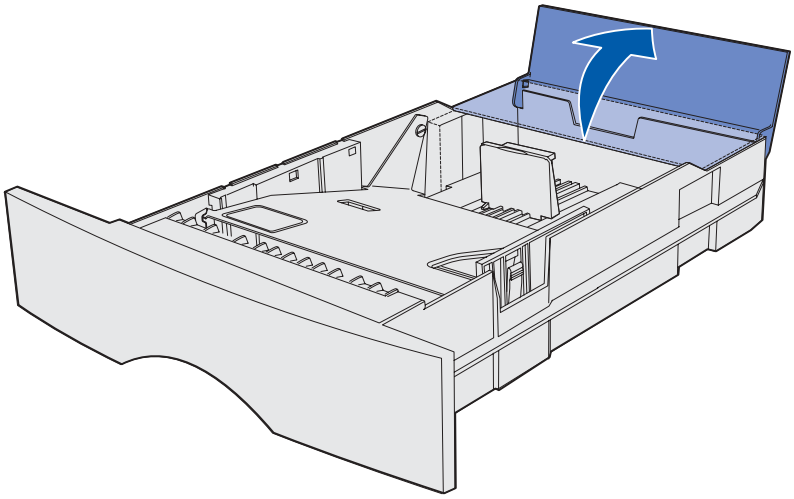
The optional 500-sheet tray only accepts paper. It is designed with a special cover at the back of the tray to shield legal size paper. The cover protects legal size paper from exposure to dust.

To load paper in the tray:

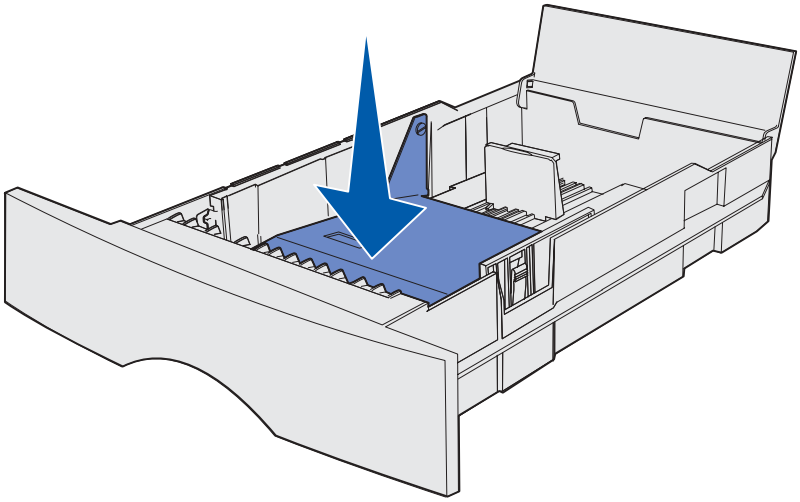
1 Pull the tray out. Remove the tray completely.



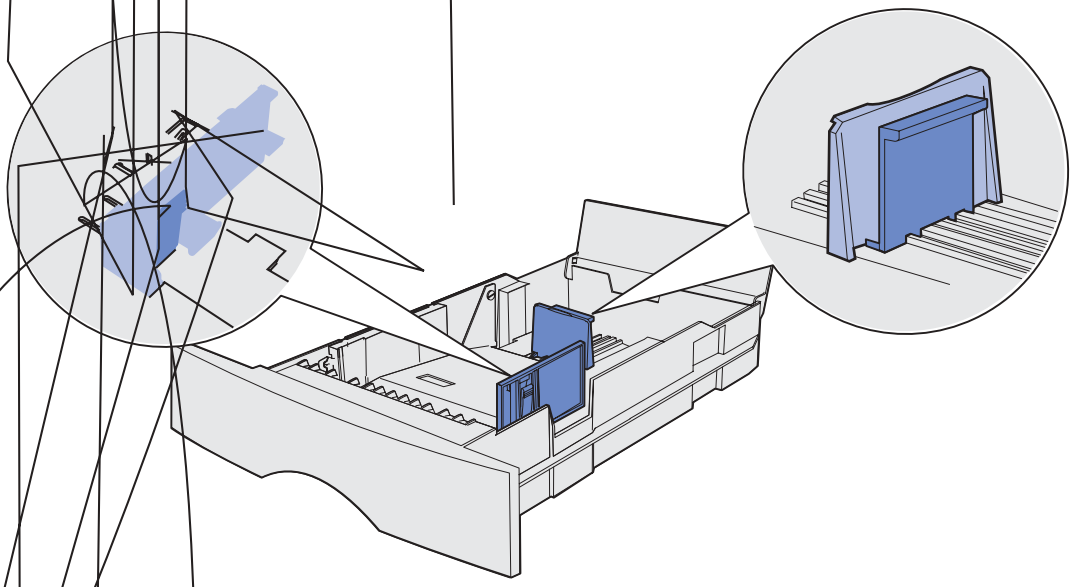
2 Raise the cover.



3 Press down on the metal plate until it locks into place.



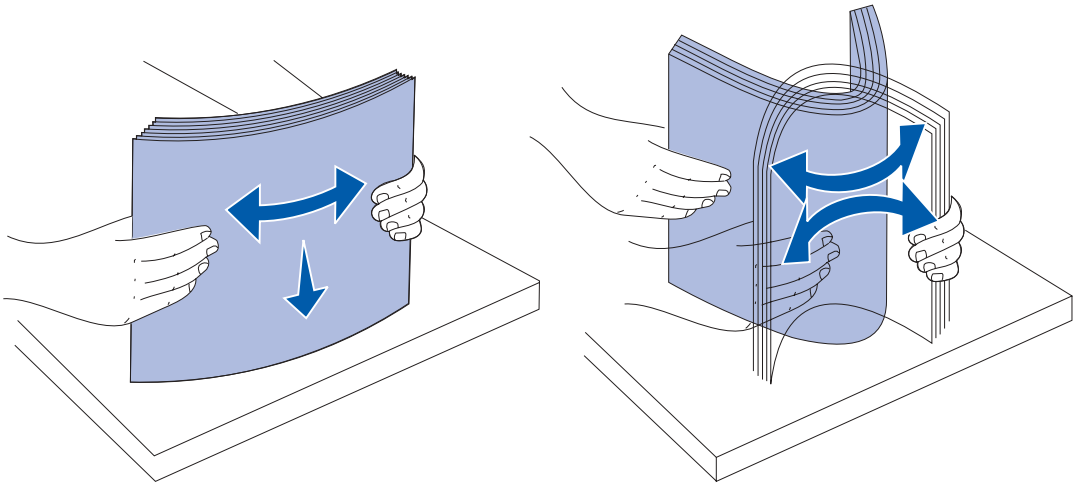
4 Locate the tabs on both of the guides.



5 Squeeze the length guide tab and the length guide together, and then slide the guide to the back of the tray.

6 Squeeze the width guide tab and the width guide together, and then slide the guide all the way to the right. T

7 Flex the sheets back and forth to loosen them, then fan them. Do not fold or crease the paper. Straighten the edges on a level surface.



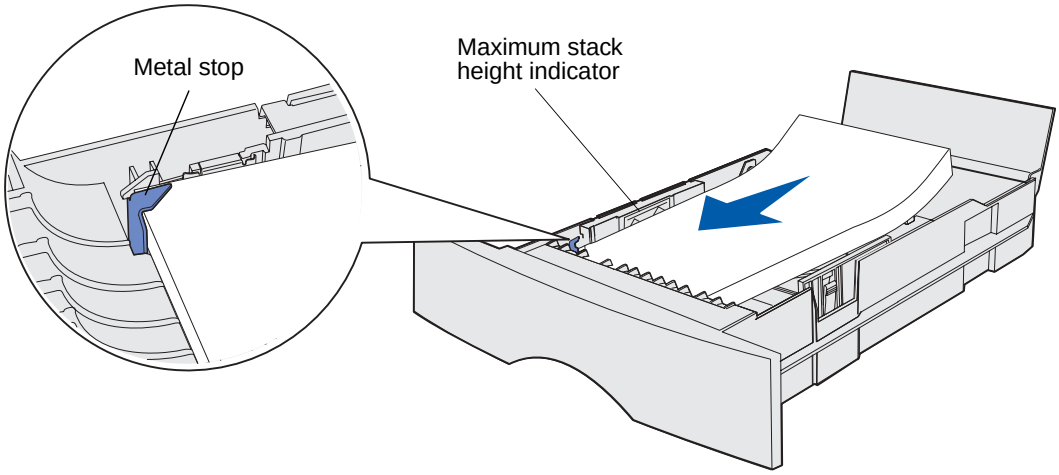
Hold the paper so the side you want to print on is face down, and the front edge of the stack is toward the front of the tray.

For information on loading letterhead, see **Printing on letterhead**.

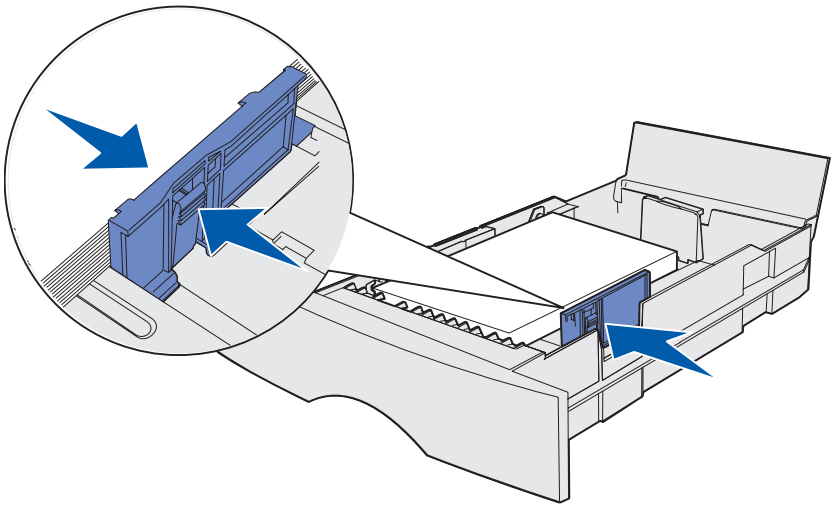
8 Place the stack of paper against the left side of the tray and insert it under the metal stop.

Make sure the paper fits easily under the metal stop and is not bent or wrinkled. Do not raise the metal stop or force paper under it.

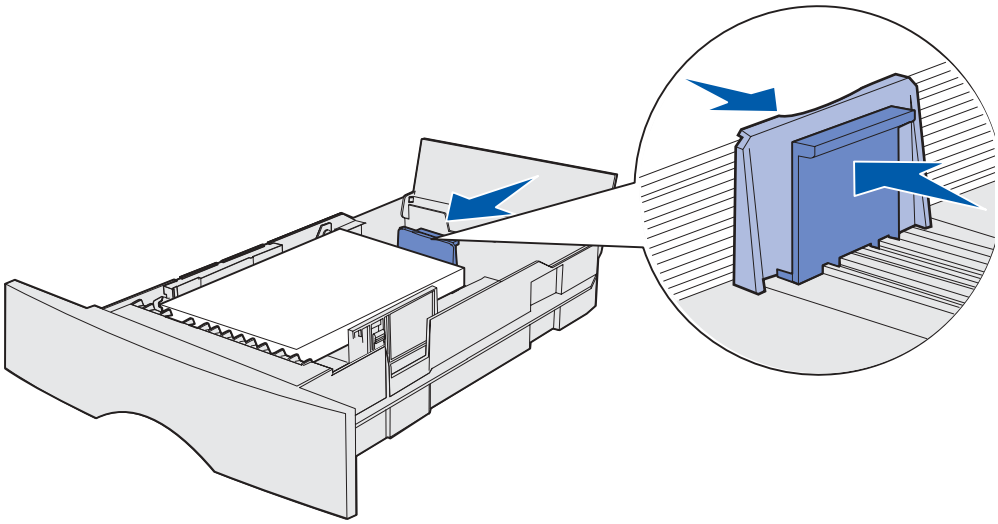
Note: Do not exceed the maximum stack height indicated by the maximum stack height indicator. Overfilling the tray may cause jams.



9 Squeeze the width guide tab and the width guide together, and then slide the guide to the edge of the paper.

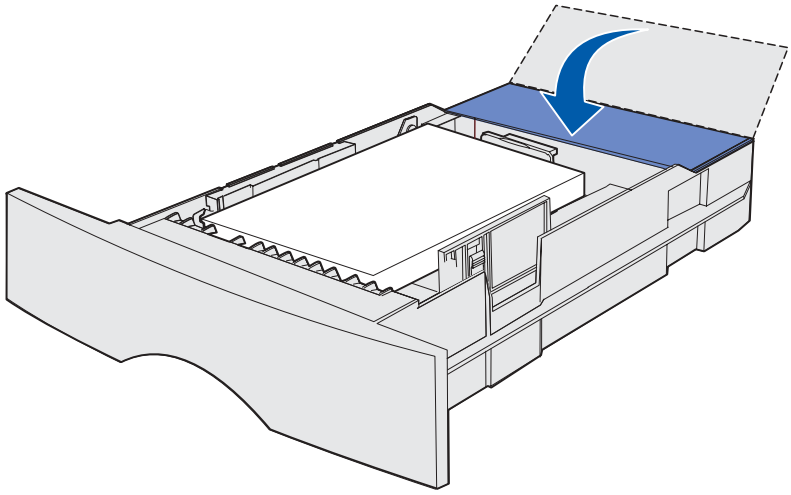


10 Squeeze the length guide tab and the length guide together, and then slide the guide to the edge of the paper.



Note: Sliding the guides too tightly against the paper may cause misfeeds.

11 Close the cover.



12 Insert the tray.

12 Using and loading the multipurpose feeder

Your printer has a multipurpose feeder that holds several sizes and types of print media. It is located on the front of your printer and can be closed when you are not using it. Reserve the multipurpose feeder for when you print on different sizes and types of print media, such as card stock, transparencies, postcards, note cards, and envelopes. You can load a stack of print media, or you can load single sheets you do not keep in a tray.

If the printer displays a light sequence indicating you should load the multipurpose feeder, load the print media, and then press and release **Continue**. If you load a single sheet, the light sequence is displayed again to prompt you to load the next sheet. See **Load the multipurpose feeder** for more information.

See **page 20** of **Print media sources and specifications** for a listing of supported types and sizes.

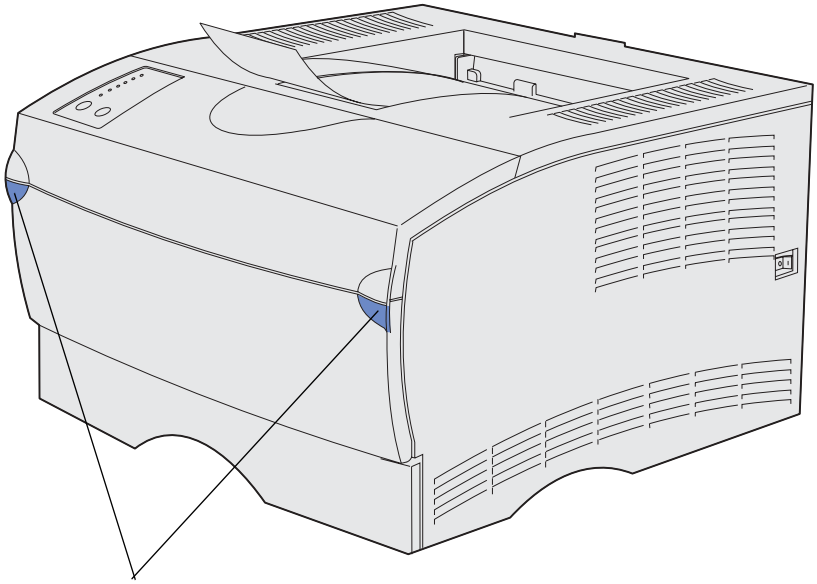
Note: When printing from the multipurpose feeder, be sure to set the Paper Size and Paper Type.

Follow these guidelines when using the multipurpose feeder:

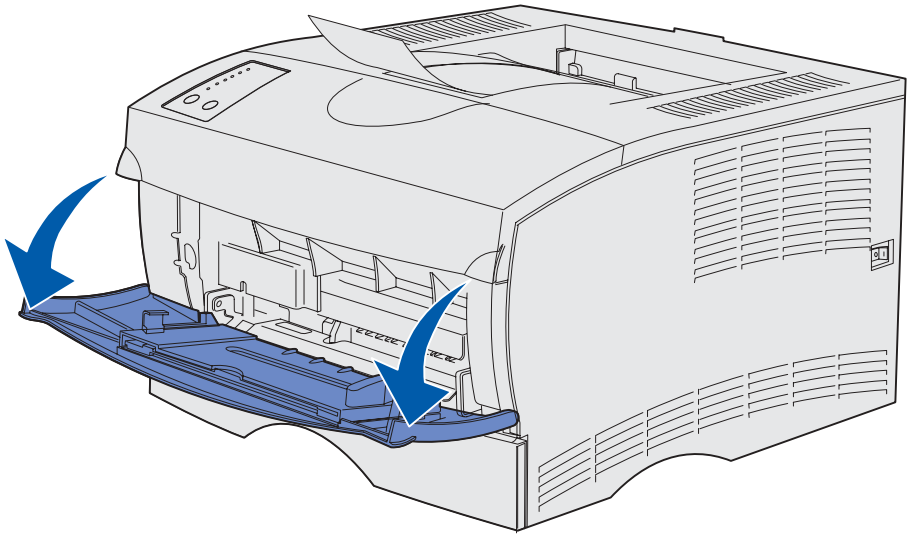
- Load only one size and type of print media at a time.
- To achieve the best possible print quality, use only high-quality print media that is designed for use in laser printers. See **Print media guidelines** for information on selecting types of print media.
- To prevent jams, do not add print media to the multipurpose feeder when it already contains print media.
- Do not close the multipurpose feeder while a job is printing or while **Ready/Data** blinks on the operator panel. Doing so may cause a jam.
- Load print media with the top edge going into the multipurpose feeder first.
- Do not place objects on the multipurpose feeder. Also, avoid applying excessive force to it.

Opening the multipurpose feeder

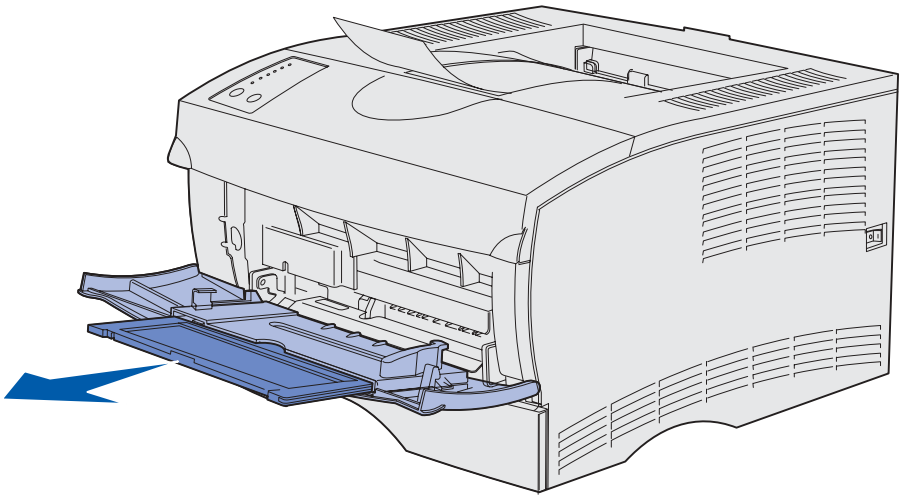
1 Locate the finger grips on the multipurpose feeder door.



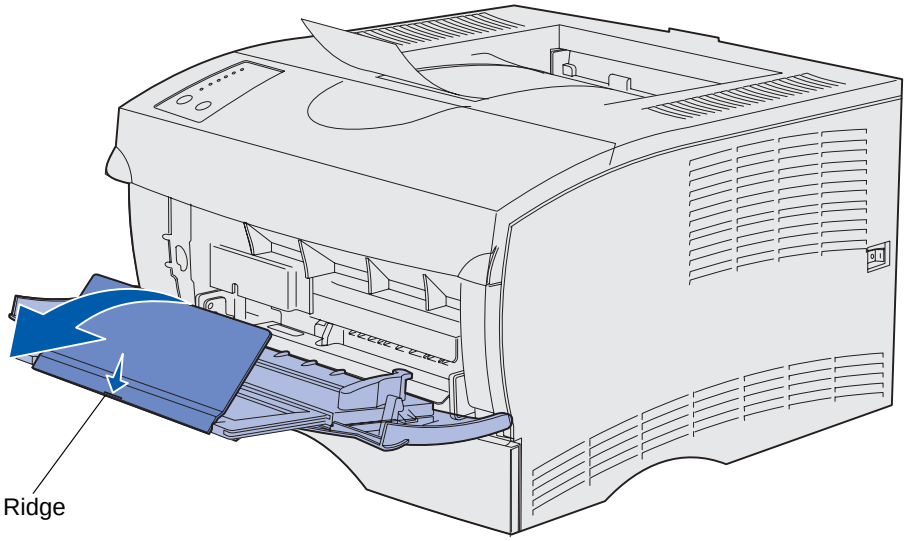
2 Use the finger grips to pull the door open.



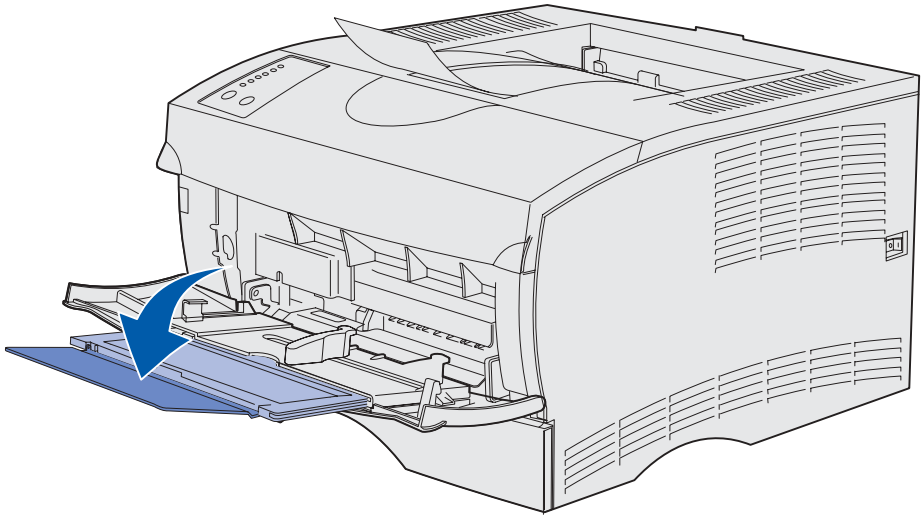
3 Pull the extension out.



4 Gently press down on the ridge. The extension unfolds.



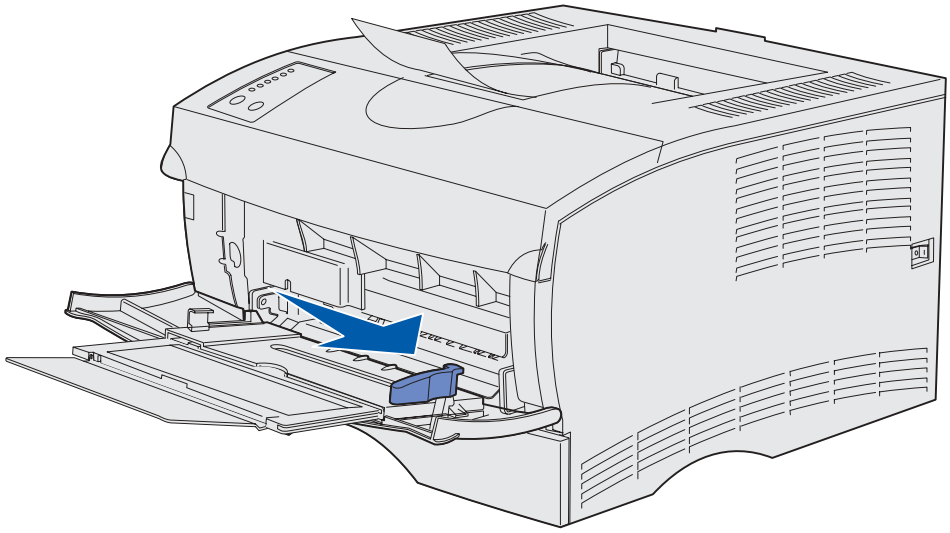
5 Guide the extension down gently so the multipurpose feeder is extended fully.



Loading the multipurpose feeder

See **Print media source specifications** for information on sizes and types of print media you can load in the multipurpose feeder.

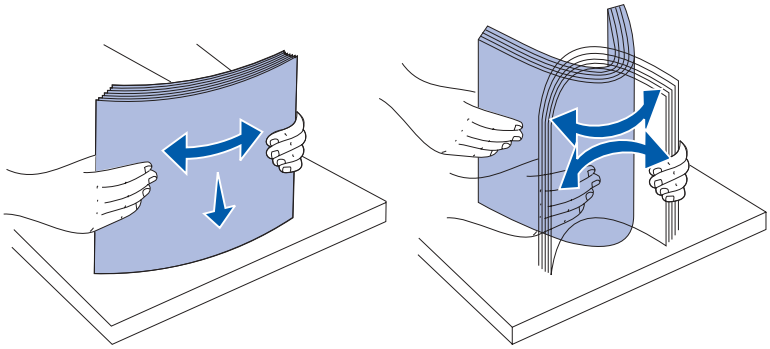
1 Slide the width guide all the way to the right.



2 Prepare print media for loading.

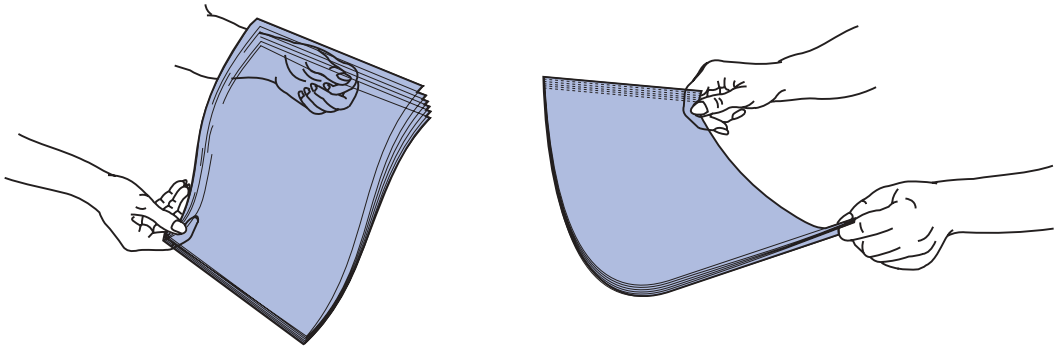
Note: Do not load different sizes or types of print media in the multipurpose feeder at the same time. Doing so may cause a jam.

- Flex sheets of paper back and forth to loosen them, then fan them. Do not fold or crease the print media. Straighten the edges on a level surface.

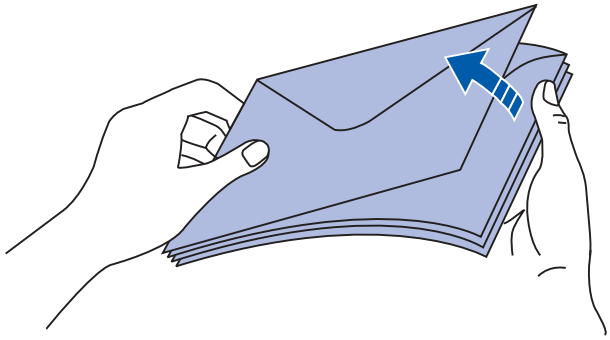


- Hold transparencies by the edges and fan them to prevent feeding failures.

Note: Avoid touching the print side of the transparencies. Be careful not to scratch them.



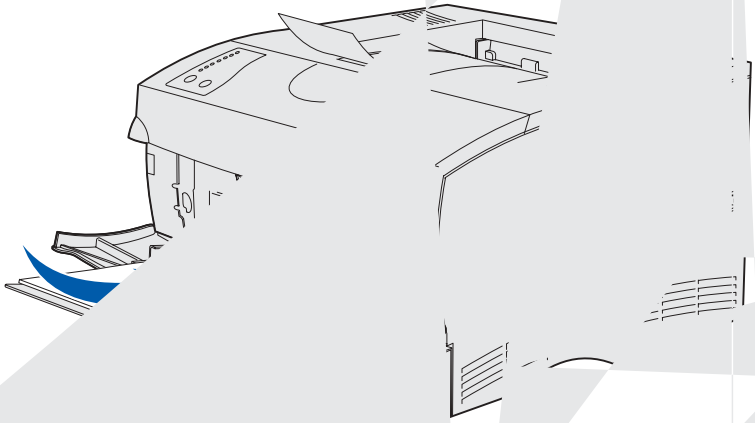
- Fan envelopes back and forth to loosen them. Do not fold or crease the envelopes. Straighten the edges on a level surface.



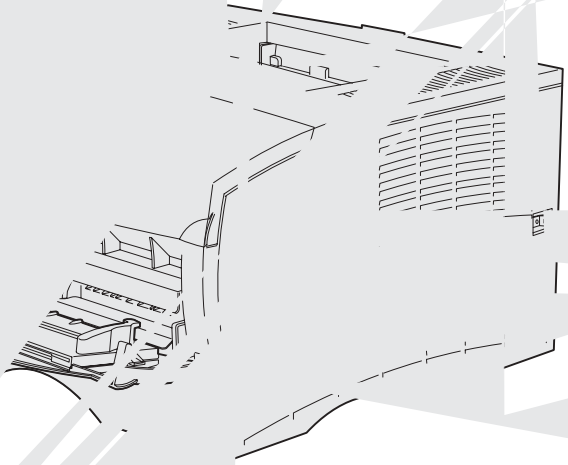
3 Locate the stack height limiter. Do not exceed the maximum stack height by forcing print media under the stack height limiter. The maximum stack height for any print media is 10 mm (0.4 in.). Overfilling the multipurpose feeder could cause jams.

…he print media.

…paper, card stock, and labels with the rec…nded p…up and the top edge … in first.



Lo… edg…ntering the pri…



…ad lette…g, load the sheets with the logo face down …terinq…

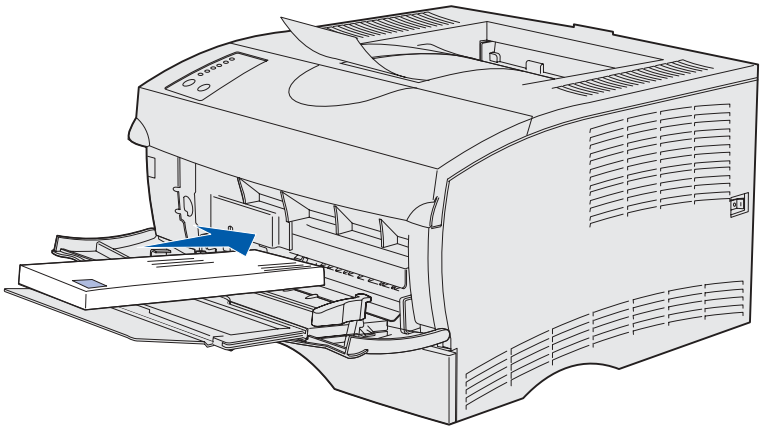
- Load t…encies…side face up and the top edge going in first.

WARNING: Never use envelopes with clasps, snaps, windows, coated linings, or self-stick adhesives. These envelopes may severely damage the printer.

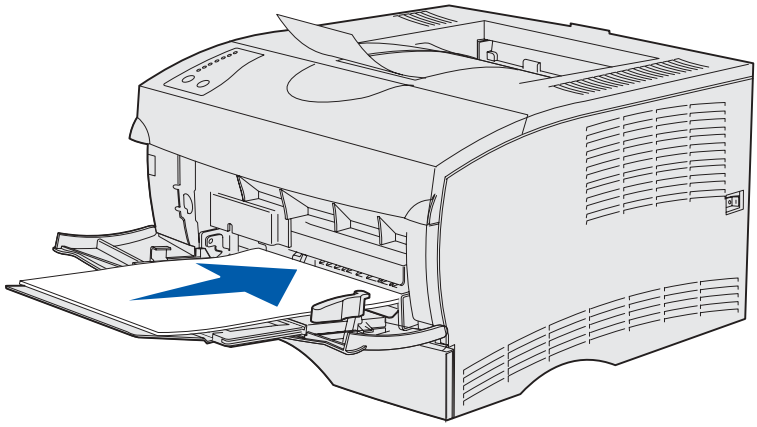
- Load envelopes with the flap side down and the stamp area going in last.

  Note: For best results, peel-and-stick envelopes should exit to the rear output bin. Open the rear output bin when printing on these envelopes.

  Do not feed stamped envelopes into the multipurpose feeder. The stamp and addresses are shown for envelope orientation only.



5 Slide the print media into the multipurpose feeder slot as far as it will go without damaging the print media.



13 Using the duplex function

Duplex printing (or *two-sided printing)* lets you print on both sides of a sheet of paper. For paper sizes that are acceptable for duplex printing, see **Duplex unit specifications**.

Note: Print duplex jobs only on paper weighing 16–24 lb.

Select Duplex from your printer driver to print individual duplex jobs, or from the Local Printer Setup Utility to duplex all print jobs. See **Using the Local Printer Setup Utility** for more information.

WARNING: As the printer processes a duplex print job, it partially ejects a sheet to the standard output bin, and then pulls the sheet back inside. Do not touch the sheet while it is partially ejected. Doing so could damage the printer or cause a jam. Remove pages only after they have fully exited the printer to a bin.

For more information on bins, see **Using the output bins**.

Duplex printing on letterhead

When duplex printing on letterhead from the multipurpose feeder, load it with the logo face down and entering the printer last.

When duplex printing on letterhead from the trays, load it with the logo face up and facing toward the rear of the printer.

Using Duplex Bind

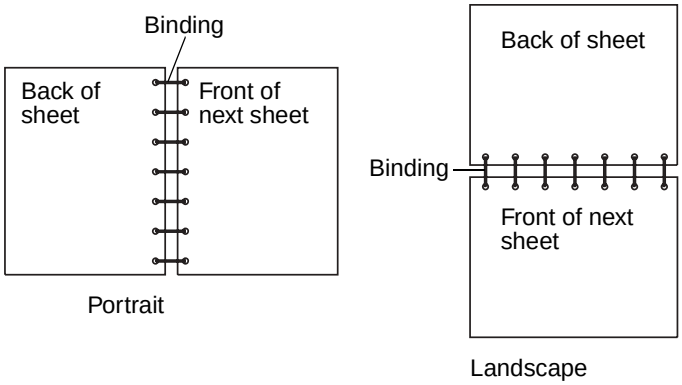
When you select duplex bind printing in the printer driver or Duplex Bind in the Finishing Settings in the Local Printer Setup Utility you must select either long edge or short edge binding which are the values for this setting. The purpose of Duplex Bind is to define the way duplexed pages are bound, and how the printing on the back of the sheet (even-numbered pages) is oriented in relation to the printing on the front (odd-numbered pages).

The two values for Duplex Bind are:

Long Edge*

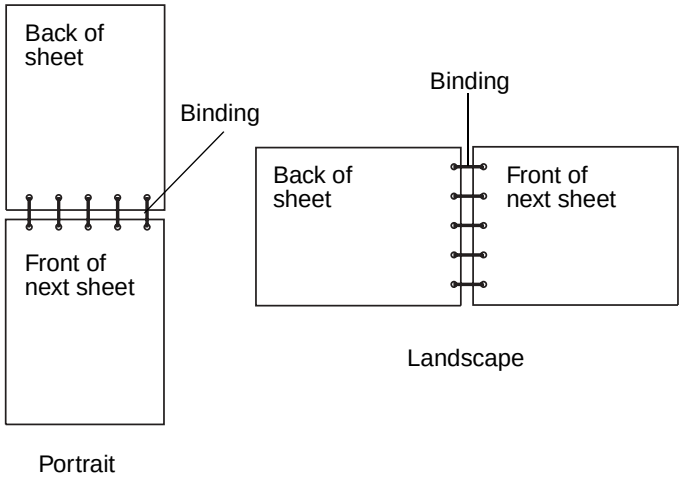
The asterisk (*) indicates this is the factory default setting

Assumes binding along the long end of the page (left edge for portrait orientation and top edge for landscape orientation). The following illustration shows long-edge binding for portrait and landscape pages:



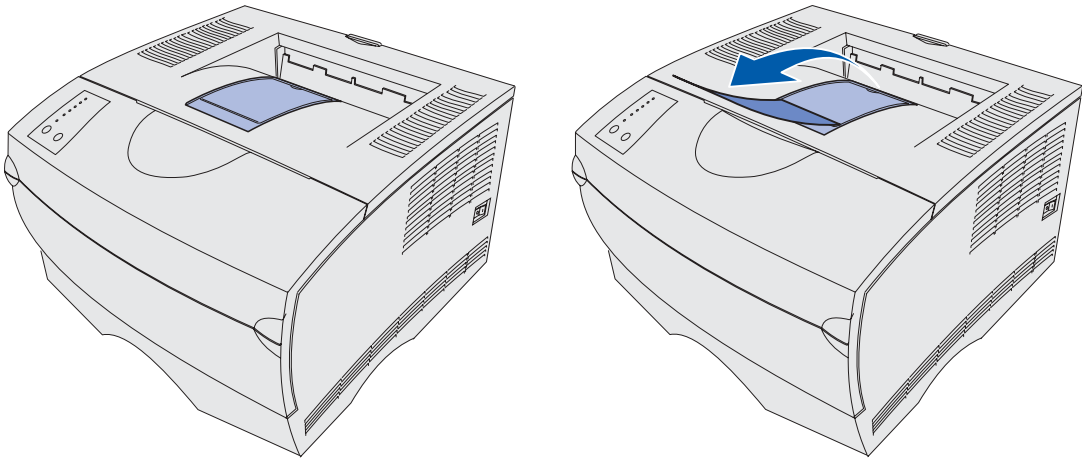
Short Edge

Assumes binding along the short edge of the page (top edge for portrait orientation and left edge for landscape orientation). The following illustration shows short-edge binding for portrait and landscape pages:



Raising the paper rest

The paper rest holds printed jobs at an angle to keep them from sliding out of the bin. Pull the paper rest forward to raise it.



Using the rear output bin

The printer automatically sends print jobs to the rear output bin when you open it. The rear output bin reverse collates (pages 4, 3, 2, 1) print jobs face up. The rear output bin holds 20 sheets of paper.

You may want to use the rear output bin when you print on different sizes and types of print media, such as paper, transparencies, postcards, note cards, and envelopes.

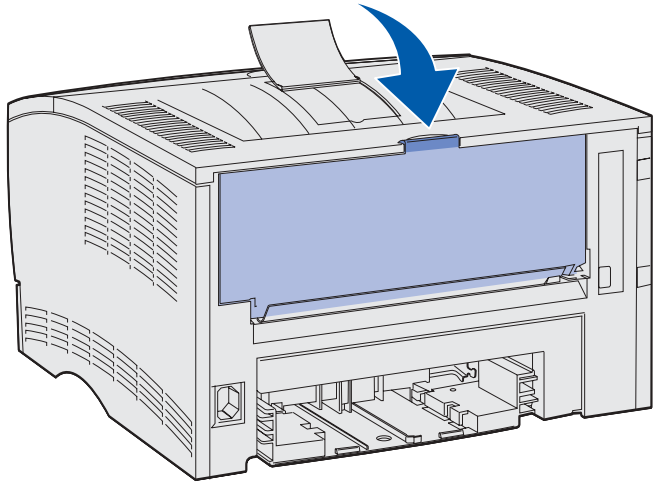
- Labels and transparencies may print more successfully when sent to the rear output bin.
- Envelopes may curl less if sent to the rear output bin.
- Card stock must always exit to the rear output bin.

Print media that is 165.1 mm (6.5 in.) or less in length must exit to the rear output bin.

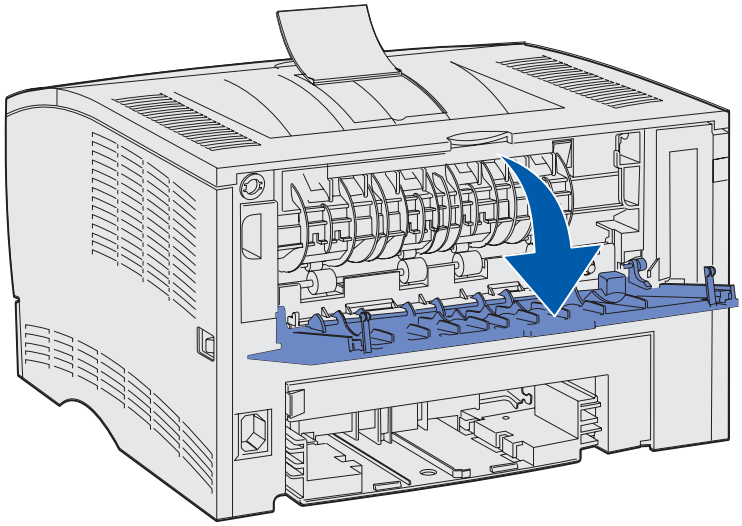
Note: Legal size print media sent to the rear exit bin stacks improperly when too many sheets accumulate. You must remove print media often from this bin.

To use the rear output bin:

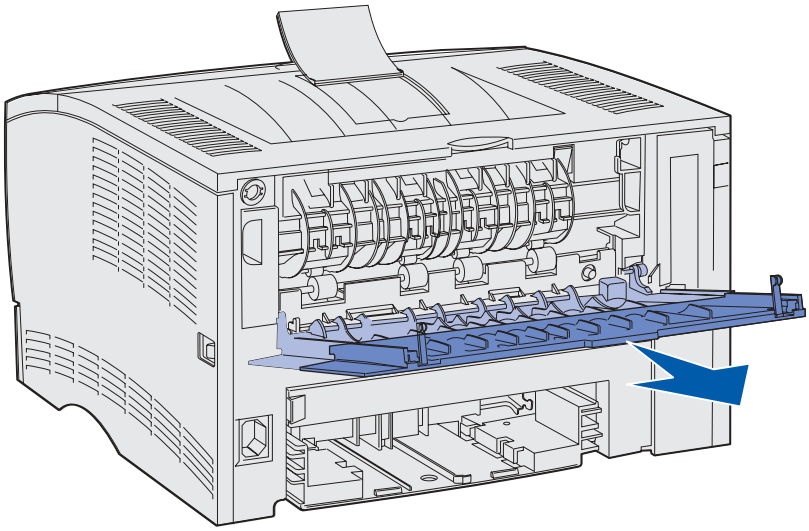
1. Grasp the tab in the recessed area of the rear output bin door.



2. Pull the door down.



3 Pull the extension straight out using the tab.



4 Close the rear output bin door when you finish using it.

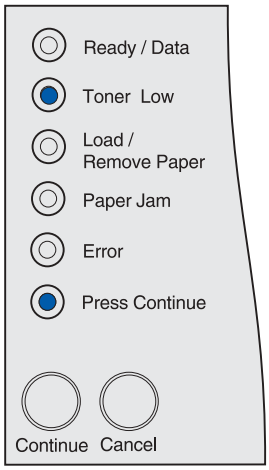
Note: Make sure the door closes properly on both sides to prevent jams.

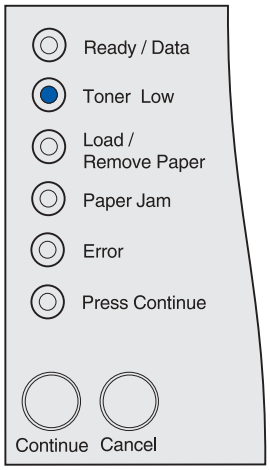
15 Determining the status of supplies

The printer operator panel light sequences tell you about the status of your supplies.

If the print cartridge becomes low on toner, one of the following light sequences is displayed:

Toner Low light message when the Toner Alarm is set to On.

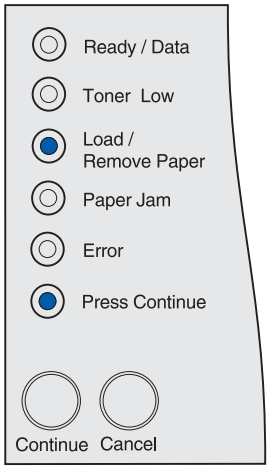




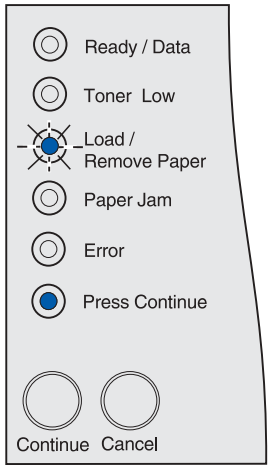
Toner Low light warning when the Toner Alarm is set to Off.

When the printer issues one of these messages, you can continue to print a few hundred pages. For more information, see **Ordering supplies**.

If tray 1 or tray 2 becomes empty, the following light sequence is displayed:



If the multipurpose feeder become empty, the following light sequence is displayed:



Maintaining your printer

Periodically, you need to replace the print cartridge and clean the printer to maintain optimum print quality. See **Replacing the print cartridge** and **Cleaning the printer** for more information.

If several people are using the printer, you may want to designate a key operator to do the setup and maintenance of your printer. Refer printing problems and maintenance tasks to this key operator.

In the U.S., contact Lexmark at 1-800-539-6275 for information about Lexmark Authorized Supplies Dealers in your area. In other countries or regions, visit the Lexmark Web site at www.lexmark.com or contact the place where you bought your printer.

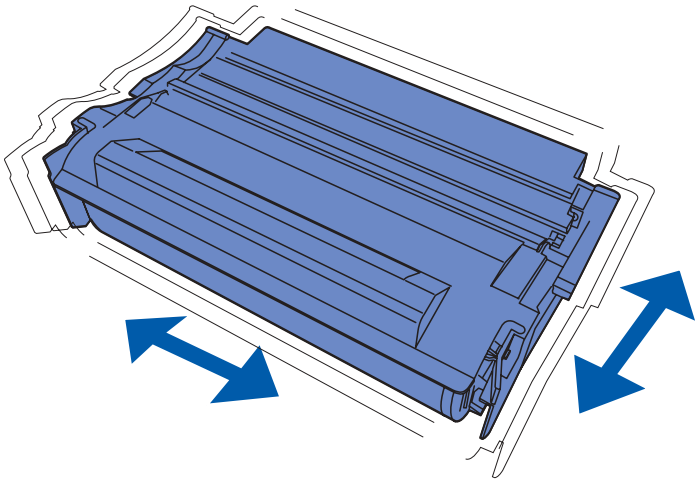
18 Ordering supplies

To order supplies in the U.S., contact Lexmark at 1-800-539-6275 for information about Lexmark Authorized Supplies Dealers in your area. In other countries or regions, visit the Lexmark Web site at www.lexmark.com or contact the place where you bought your printer.

Ordering a print cartridge

When the **Toner Low** light comes on, you should order a new print cartridge. You can print a few hundred pages after the **Toner Low** light comes on.

To use the remaining toner, remove the print cartridge, and then shake it gently back and forth.



You need to have a new print cartridge available when the current one no longer prints satisfactorily. The recommended print cartridges specifically designed for your printer are:

Part number	Average yield	Approximate coverage
***Pre*bate™ print cartridges**		
12A7410	5,000 pages	5%
12A7415	10,000 pages	5%
Regular cartridges without *Pre*bate terms and conditions		
12A7310	5,000 pages	5%
12A7315	10,000 pages	5%

19 Storing the print cartridge

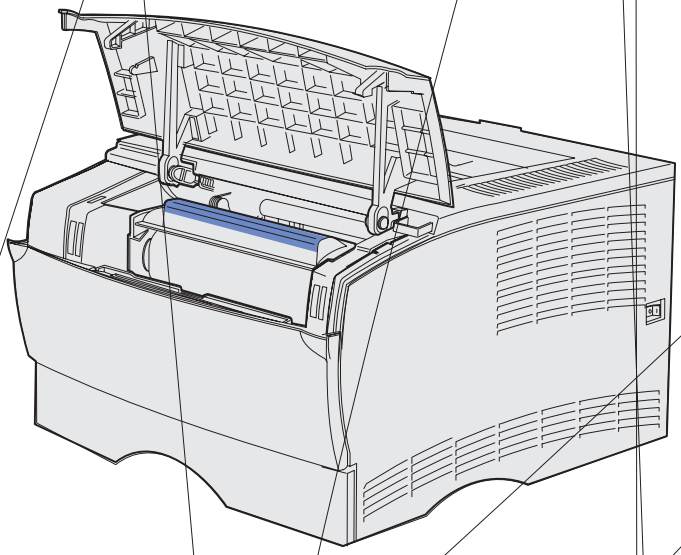
Store the print cartridge in the original packaging until you are ready to install it.

Do not store the print cartridge in:

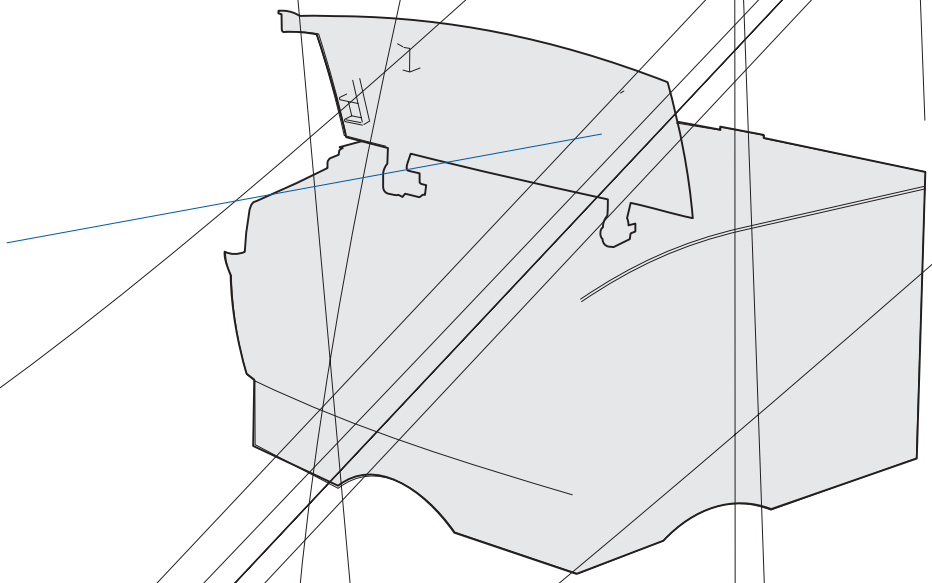
- Temperatures greater than 40°C (104°F).
- An environment with extreme changes in humidity or temperature.
- Direct sunlight.
- Dusty places.
- A car for a long period of time.
- An environment where corrosive gases are present.
- An environment with salty air.

R

3 Grasp the print cartridge by the handle.



4 Lift the print cartridge up and out.

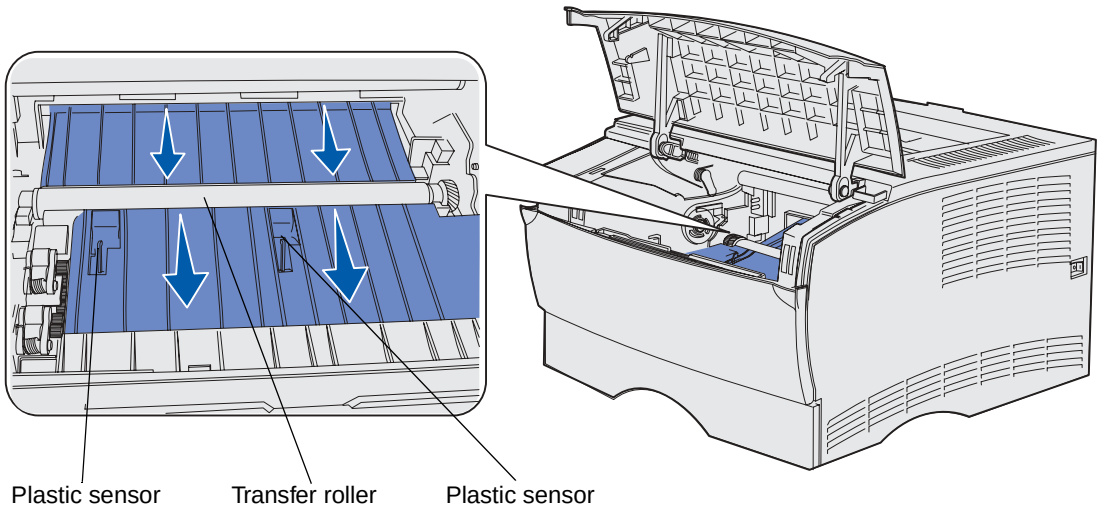


5 Set it aside.

Cleaning the printer

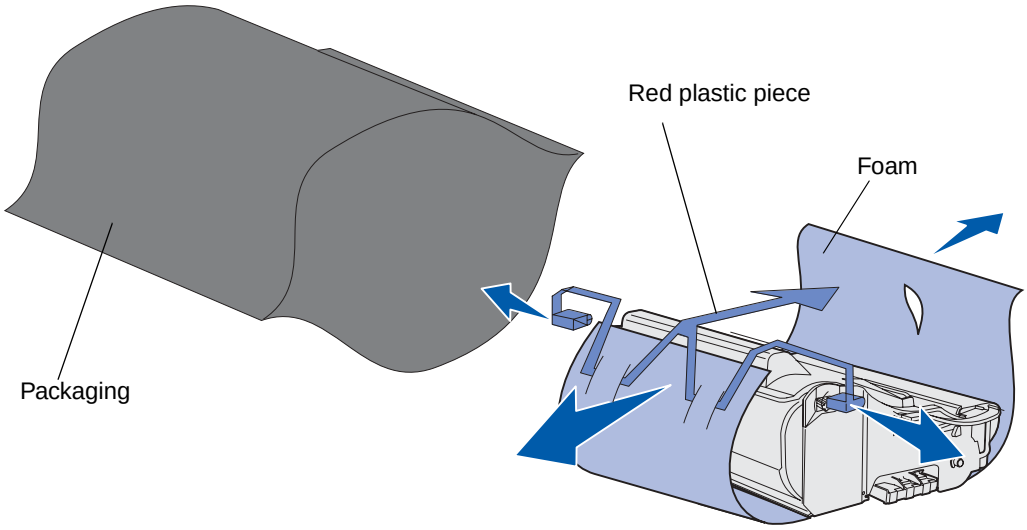
Using a clean, lint-free cloth, gently clean the shaded areas by wiping toward the front of the printer.

WARNING: Do not touch the transfer roller or the plastic sensors.



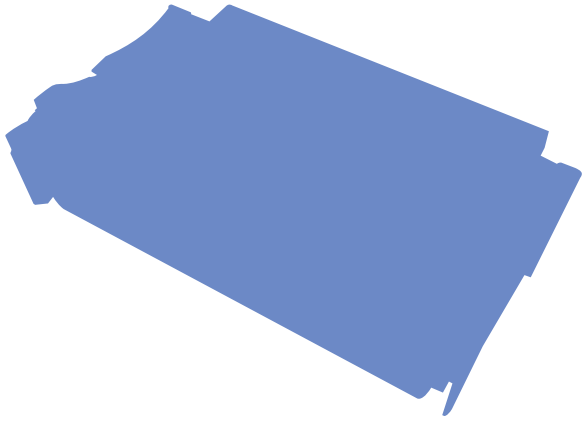
Installing the new print cartridge

1 Remove the new cartridge from the packaging. Remove the red plastic piece and foam. Save the packaging and foam to return the used print cartridge. For more information, see **step 6 on page 73**.



WARNING: Do not touch the photoconductor drum on the bottom of the print cartridge.

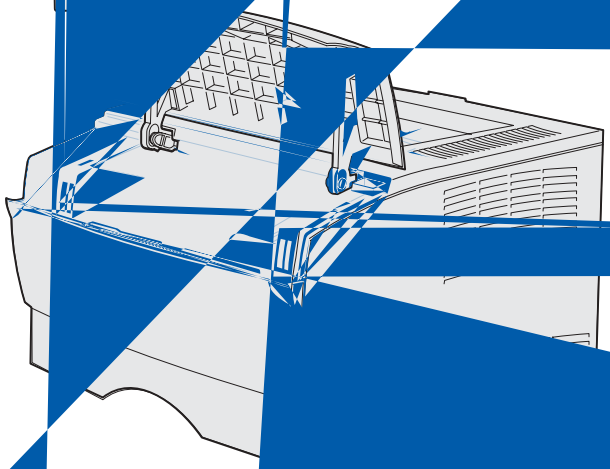
2 Hold the print cartridge by the handle and gently shake it side-to-side to distribute the toner.



3 Hold the print cartridge by the handle and insert it into the printer:

a Align the tabs on each side of the print cartridge with the slots on each side of the print cartridge cradle.

b Slide the print car … er until it *snaps* into …



4 Close the upr… t door.

Make su… *snaps* closed on b…

5 Turn …

6 P… …ns on the new prin… …e

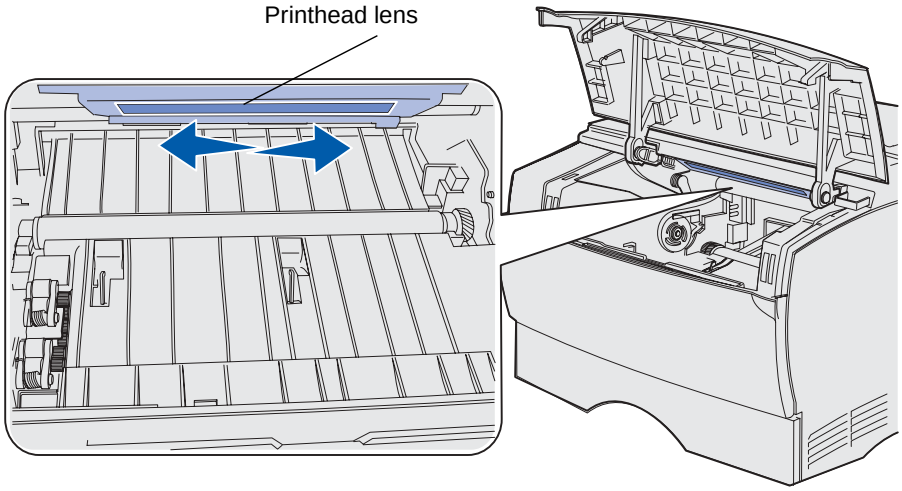
Whe… …t cartridge, you co… …r…

…rk supplies with t…

21 Cleaning the printhead lens

You can solve some print quality problems by cleaning the printhead lens.

1. Turn the printer off.
2. Open the upper front door and the multipurpose feeder door.
3. Remove the print cartridge. See **Replacing the print cartridge**.
4. Locate the glass printhead lens.
5. Gently wipe the printhead lens with a clean, dry, lint-free cloth.



6. Reinstall the print cartridge.
7. Close the upper front door, and then the multipurpose feeder door.
8. Turn the printer on.

23 Solving printing problems

Problem	Solution
The printer does not print at all or prints black splotches down the right side of a page. 	Make sure that the upper front door is fully closed on both sides. If the left side of the door is not fully closed, the printer will not print. If the right side of the door is not fully closed, black splotches may print down the right side of a page.
Job did not print or incorrect characters printed.	• Make sure the **Ready/Data** light is on before you send a job to print. Press the **Continue** button to return the printer to the Ready state. • Make sure print media is loaded in the printer. See **Loading trays** and **Using and loading the multipurpose feeder**. Press **Continue**. • Verify that the printer is using the correct printer language. • Verify that the correct printer driver is being used. • Make sure the parallel cable or USB cable is firmly plugged in at the back of the printer. • Check the cable connections. • Make sure you are using the correct cable. If you use the parallel port, we recommend an IEEE 1284-compliant parallel cable such as Lexmark part number 1329605 (10 ft) or 1427498 (20 ft). If you use the USB port, we recommend the cable with Lexmark part number 12A2405 (2M). • If the printer is connected through a switch box, try a direct connection. • Verify that the correct print media size is selected in the printer driver or in the Local Printer Setup Utility.
Job did not print or incorrect characters printed (continued).	• Make sure PCL SmartSwitch and PS SmartSwitch are set to On in the printer driver or in the Local Printer Setup Utility. • If a print spooler is used, verify that the spooler is not stalled. • If you print across a network or on a Macintosh, see **Solving network printing problems**. • Determine which host interface you are using.

Problem	Solution
You are connected to the USB port, but the printer did not print.	Make sure you are using a USB-capable operating system supported by your printer.
Print media misfeeds or multiple feeds occur.	• Make sure the print media you are using meets the specifications for your printer. See **Print media guidelines** for more information. • Flex print media before loading it in any of the sources. • Make sure the print media is loaded correctly. • Make sure the paper width and length guides on the print media sources are adjusted correctly and are not too tight. • Do not overfill the print media sources. Use the maximum stack height indicators to avoid overfilling sources. • Do not force print media into the multipurpose feeder. • Remove any curled print media from print media sources. • If the print media has a recommended print side, load the print media as described in **Loading trays** and **Using and loading the multipurpose feeder**. • Load less print media in the sources. • Turn the print media over or around and try printing again to see if feeding improves. • Do not mix print media types in the same source. • Do not mix reams of print media. • Remove the top and bottom sheets of a ream before loading the print media. • Load a print media source only when it is empty.
Job prints from the wrong source or on the wrong print media.	Check the Paper Type setting in the printer driver or in the Local Printer Setup Utility.
Print media does not stack neatly in an output bin.	• Turn the print media stack over in the tray or multipurpose feeder. • Lift the paper rest in the standard output bin. (See **Raising the paper rest** for more information.) The print media stacks more neatly. **Note:** Legal size paper sent to the rear exit bin stacks improperly when too many sheets accumulate. You must remove the paper often from this bin.
The printer has missing or damaged parts.	Contact the place where you purchased your printer.
The operator panel lights do not come on when the printer is turned on.	• The lights may take a few seconds to come on. • Make sure the power cord is firmly plugged in at the back of the printer and at the wall outlet.
You cannot close the upper front door.	Make sure the print cartridge is positioned correctly.
The printer is on, but nothing prints.	• Make sure the print cartridge is installed. • Make sure the parallel, USB, or Ethernet cable is firmly plugged into its corresponding connector on the back of the printer.

Problem	Solution
The **Toner Low** light is on and printing stops.	If the Toner Low alarm is enabled, the printer stops printing until you: • Press and release **Continue**. You can continue printing for a short time before the print begins to fade. • Remove the print cartridge. To utilize the remaining toner, shake the print cartridge gently, and then reinstall it. See **page 72** in **Replacing the print cartridge** for an illustration of how to shake the print cartridge. • Replace the used print cartridge with a new one to ensure the print quality is not degraded. See **Replacing the print cartridge** for instructions. **Note:** To change the Toner Low Alarm setting, download the Local Printer Setup Utility available on Lexmark's Web site at www.lexmark.com. It may also be provided on the drivers CD for the printer. Check the drivers CD booklet to verify this. For more information, see **Using the Local Printer Setup Utility**.
The **Error** light is on. Jobs are not printing and the **Error** light is on.	• Make sure the print cartridge is installed. • Make sure the printer upper front door is closed.
The print media skews or buckles.	• Do not overfill the standard tray, the optional label tray, or the optional 250-sheet or 500-sheet tray. See print media capacity levels in **Print media sources and specifications**. • Make sure the guides are flush against the edges of the print media.
The print media sticks together or the printer feeds multiple sheets of print media.	• Remove the print media from the tray and fan it. • Do not overfill trays. See print media capacity levels in **Print media sources and specifications**.
The paper fails to feed from tray 1 (standard tray or optional label tray).	• Remove the paper and fan it. • Make sure Tray 1 is selected from the printer driver or in the Local Printer Setup Utility. For more information, see **Using the Local Printer Setup Utility**. • Do not overfill the tray. • Make sure the width and length guides on the print media sources are adjusted correctly and are not too tight.
The paper fails to feed from the optional tray 2 (250-sheet tray or 500-sheet tray). **Note:** Optional trays support paper only.	• Make sure the optional tray 2 is selected from the printer driver or in the Local Printer Setup Utility. • Make sure the tray is pushed in completely. • Make sure the metal plate inside the tray is pressed down before inserting it into the printer. **Note:** After the tray is inserted, the metal plate springs back up. • Make sure the paper does not exceed the stack height indicator. • Make sure the paper is under the paper stop. See **Loading trays**. • Make sure the width and length guides on the print media sources are adjusted correctly and are not too tight. • Remove the paper from the optional tray 2 and fan it.
The **Load/Remove Paper** light is on even though there is paper loaded in tray 1 (standard tray or optional label tray) or the optional tray 2 (optional 250- or 500-sheet tray).	Make sure the tray is pushed all the way in.

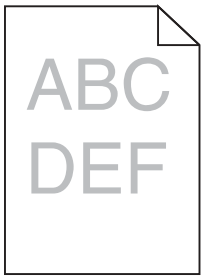
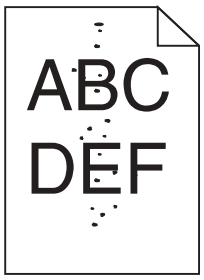
Problem	Solution
The **Paper Jam** light is still on even though you cleared the jam.	• Make sure you cleared the entire paper path. • Press **Continue** or open and close the upper front door to restart the printer. • Make sure the print cartridge is installed.
While in PostScript 3 emulation, the printer is flushing data (**Ready/Data** and **Error** lights are blinking).	• Make sure you are using the correct PostScript driver. • The printer does not have enough memory to print the job. Install more memory. Refer to the *Setup Guide* for information about installing optional memory cards.

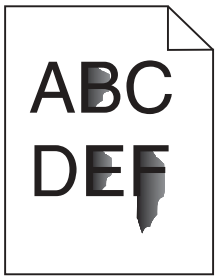
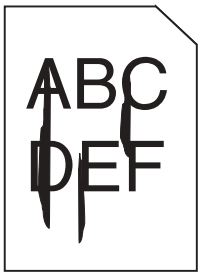
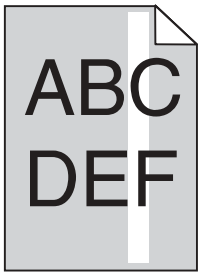
24 Solving print quality problems

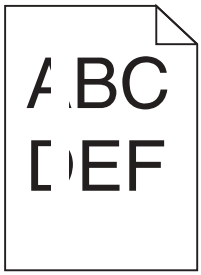
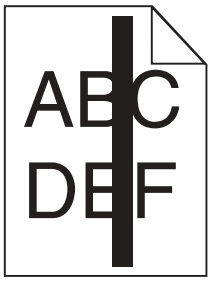
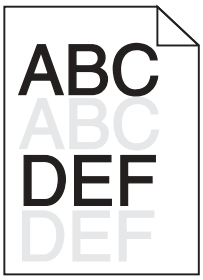
You may be able to correct many print quality problems by replacing a supply or maintenance item that has reached the end of its intended life.

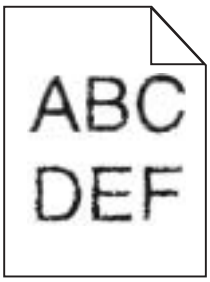
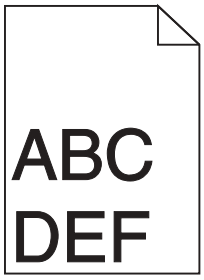
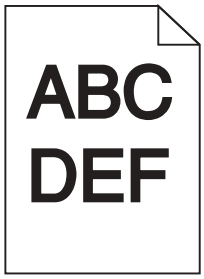
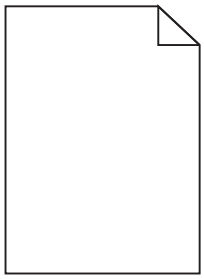
See **Determining the status of supplies** for information about other ways to identify consumables that need to be replaced.

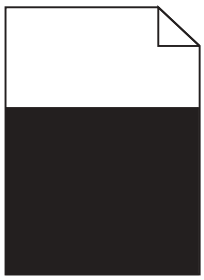
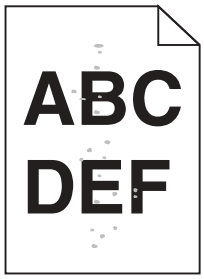
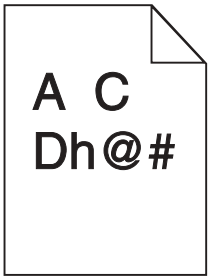
Use the following table to find solutions to print quality problems you encounter. If you cannot fix the problem, contact the place where you bought your printer.

Problem	Solution
Light or blurred characters. 	• If the **Toner Low** light is on, remove the print cartridge. To utilize the remaining toner, shake the print cartridge gently, and then reinstall it. See **page 72** in **Replacing the print cartridge** for an illustration of how to shake the print cartridge. • Change the Toner Darkness setting to a value greater than 8 in the Local Printer Setup Utility. • If you are printing on transparencies, card stock, or labels, be sure you selected the correct Paper Type in the printer driver or in the Local Printer Setup Utility. **Note:** For more information, see **Using the Local Printer Setup Utility**. • If you are printing on an uneven print surface, adjust the Paper Weight and Paper Texture settings. • Use recommended paper and other print media. Refer to the *Card Stock & Label Guide* available on the Lexmark Web site at www.lexmark.com for detailed specifications. • The printer detects a print cartridge error. Replace it. • Make sure print media you load in the sources is not damp.
Toner smudges appear on the front or back of the page. 	• Make sure the print media is straight and unwrinkled. • Replace the used print cartridge with a new one. • Toner is on the transfer roller. To help prevent this, do not load print media that is smaller than the page size of the job to be printed. Specify the correct page size in your driver or in the Local Printer Setup Utility. For more information, see **Using the Local Printer Setup Utility**. • To clean the transfer roller, open and close the printer upper front door. The printer automatically runs its setup cycle.

Problem	Solution
Toner smears or rubs off the page.  	• Try changing the Media Weight to a heavier setting and the Media Texture to a rougher setting. To change these settings, use the Local Printer Setup Utility available on Lexmark's Web site at www.lexmark.com. It may also be provided on the drivers CD for the printer. Check the drivers CD booklet to verify this. For more information, see **Using the Local Printer Setup Utility**. • If you are printing on an uneven print surface, change the Paper Texture and Paper Weight settings. • Verify that the print media is within the printer specifications. See **Print media sources and specifications** for more information. If the problem continues, contact the Lexmark Customer Support Center at 1-859-232-3000 or http://support.lexmark.com. • If you are printing on transparencies, card stock, or labels, be sure you selected the correct Paper Type in the printer driver or in the Local Printer Setup Utility. For more information, see **Using the Local Printer Setup Utility**. • Try a different kind of paper. Paper designed for copiers provides the best quality.
Vertical or horizontal streaks appear on the page.  	• The toner may be low. Remove the print cartridge. To utilize the remaining toner, shake the print cartridge gently, and then reinstall it. See **page 72** in **Replacing the print cartridge** for an illustration of how to shake the print cartridge. • If you are using preprinted forms, make sure the ink can withstand temperatures of 200°C (392°F). • Clean the printhead lens. See **Cleaning the printhead lens** for instructions.
Vertical streaks of various widths appear on print jobs with grayscale graphics, such as a pie chart or bar graph.  	Contaminates, such as paper dust or lint, have accumulated on the printhead lens. Clean the printhead lens. See **Cleaning the printhead lens** for instructions.

Problem	Solution
The print is light but the **Toner Low** light is not on.	• Remove the print cartridge and shake it from side to side to redistribute the toner to extend the life of the cartridge, and then reinstall it. See **page 72** in **Replacing the print cartridge** for an illustration of how to shake the print cartridge. • Replace the used print cartridge with a new one. See **Replacing the print cartridge** for instructions.
The **Toner Low** light is on.	• Remove the print cartridge and shake it from side to side to redistribute the toner to extend the life of the cartridge, and then reinstall it. See **page 72** in **Replacing the print cartridge** for an illustration of how to shake the print cartridge. • Replace the used print cartridge with a new one. See **Replacing the print cartridge** for instructions.
Solid black areas or white streaks appear on transparencies or paper.   	• Choose a different fill pattern in your software application. • Try a different type of print media. Print media designed for copiers provides the best quality. • Remove the print cartridge and shake it from side to side to redistribute the toner to extend the life of the cartridge, and then reinstall it. See **page 72** in **Replacing the print cartridge** for an illustration of how to shake the print cartridge. • Replace the used print cartridge with a new one. See **Replacing the print cartridge** for instructions.
Faint images or repetitive spots appear on the page.  	• Try a different type of print media. Print media designed for copiers provides the best quality. • Replace the used print cartridge with a new one. See **Replacing the print cartridge** for instructions.

Problem	Solution
Characters have jagged or uneven edges, or image quality is poor. 	• Change the Print Resolution setting in the printer driver or in the Local Printer Setup Utility. Use a print resolution higher than 300 dots per inch (dpi). For more information, see **Using the Local Printer Setup Utility**. • If you are using downloaded fonts, verify that the fonts are supported by the printer, the host computer, and the software application. • Resolution was automatically reduced. Reduce the complexity of the print job or add printer memory.
The job prints, but the left and top margins are incorrect. 	• Make sure the Paper Size setting is set correctly in the printer driver or in the Local Printer Setup Utility. • Verify that the Print Area setting in the printer driver or in the Local Printer Setup Utility is correct. Print a menu settings page to verify this. For more information, see **Printing the menu settings page** and **Using the Local Printer Setup Utility**. • Make sure the margins are set correctly in your software application.
Printing is too dark. 	Change the Toner Darkness setting in the printer driver or in the Local Printer Setup Utility. For more information, see **Using the Local Printer Setup Utility**. For Macintosh users: Make sure the lines per inch (lpi) setting is not set too high in the software application.
Pages are blank. 	• The print cartridge may be out of toner or defective. Replace the used print cartridge with a new one. See **Replacing the print cartridge** for instructions. • You may have a software error. Try turning the printer off and back on. • Make sure the packaging material is removed from the print cartridge. See **page 71** of **Replacing the print cartridge** for information about removing the packaging. • Check the print cartridge to be sure it is installed correctly. See **Replacing the print cartridge** for more information.

Problem	Solution
Part or all of the page is printed in black. 	Check the print cartridge to see if it is installed correctly. See **Replacing the print cartridge** for more information.
Toner fog or background shading appears on the page. 	• Check the print cartridge to make sure it is installed correctly. See **Replacing the print cartridge** for more information. • Change the print cartridge. See **Replacing the print cartridge** for more information.
Unexpected characters print or characters are missing. 	• Make sure you are using the correct printer driver. • Turn the printer off and on. • Make sure the parallel, USB, or Ethernet cable is firmly plugged into its corresponding connector on the back of the printer. • Access the menus by following the instructions on the Printer Settings Configuration sheet: – Select Hex Trace mode to determine what the problem is. For more information, see **Printing the Printer Settings Configuration sheet** and **Using Hex Trace mode**. – Select Restore Factory Defaults. For more information, see **Printing the Printer Settings Configuration sheet** and **Restoring factory defaults**.

25 Solving option problems

Problem	Solution
Option does not operate correctly after it is installed, or it quits working.	• Turn the printer power off, wait for about 10 seconds, and turn the printer power on. If this does not fix the problem, unplug the printer and check the connection between the drawer and printer. • Make sure the option is installed and selected in the printer driver you are using. • For Macintosh users: Make sure the printer is set up in Chooser. • **Optional drawer:** Make sure the connection between the optional drawer and the printer is secure. Refer to the *Setup Guide*. • Make sure the print media is loaded correctly. See **Loading trays** for more information. • **Optional flash memory card:** Make sure the flash memory card is securely connected to the printer system board. • **Optional printer memory card:** Make sure the printer memory card is securely connected to the printer system board.

27 Solving other problems

Problem	Solution
How do I get updated printer drivers or utilities?	Refer to the Lexmark Web site at www.lexmark.com for printer drivers and the Local Printer Setup Utility.
Where are the printer escape codes listed?	The drivers CD that was shipped with your printer contains an Adobe Acrobat file with a complete list of Printer Command Language (PCL) escape codes.

28 Print media guidelines

Selecting the appropriate print media (paper, transparencies, envelopes, labels, and card stock) for your printer helps you avoid printing problems.

The following sections contain guidelines for choosing the correct print media for your printer.

For detailed information about print media characteristics, refer to the *Card Stock & Label Guide* available on Lexmark's Web site at www.lexmark.com/publications.

Paper

For the best print quality, use 75 g/m^2 (20 lb) xerographic, grain long paper. Try a sample of any paper you are considering using with the printer before buying large quantities.

When loading paper, note the recommended print side on the paper package, and load paper accordingly. See **Loading trays** and **page 54** of **Using and loading the multipurpose feeder** for detailed loading instructions.

The following papers are not recommended for use with your printer:

- Paper with a rough or heavily textured surface
- Coated papers, such as erasable bond
- Preprinted papers manufactured with chemicals that may contaminate the printer
- Multiple-part forms
- Synthetic papers
- Thermal papers
- Recycled paper having a weight less than 75 g/m^2 (20 lb)

Letterhead

Preprinted papers such as letterhead must be able to withstand temperatures up to 200°C (392°F) without melting or releasing hazardous emissions. Use inks that are not affected by the resin in toner or the silicone in the fuser. Inks that are oxidation-set or oil-based should meet these requirements; latex inks might not.

Printing on letterhead

Check with the manufacturer or vendor to determine whether the preprinted letterhead you have chosen is acceptable for laser printers.

Page orientation is important when printing on letterhead. Use the following table for help when loading letterhead in the print media sources.

Print media source or process	Top of page		
	Print side	Portrait	Landscape
Tray 1 (standard tray or optional label tray) Tray 2 (optional 250-sheet or 500-sheet drawer)	Face down	Front of tray	Left side of tray
Duplex printing using tray 1 or tray 2	Face up	Logo faces rear of tray	Not applicable
Multipurpose feeder (including feeding individual sheets)	Face up	Logo enters the printer first	Left side of tray
Duplex printing using the multipurpose feeder	Face down	Logo enters the printer last	Not applicable

Transparencies

You can feed transparencies from the standard 250-sheet tray or the multipurpose feeder. Try a sample of any transparencies you are considering using with the printer before buying large quantities.

Do not load transparencies in the optional 250-sheet or 500-sheet drawer. To load transparencies in the multipurpose feeder, see **page 54** of **Using and loading the multipurpose feeder**.

When printing on transparencies:

- Be sure to set the Paper Type to Transparency from the printer driver, in the Local Printer Setup Utility, or from MarkVision™ to avoid damaging your printer.
- Use transparencies designed specifically for laser printers. Transparencies must be able to withstand temperatures of 175°C (347°F) without melting, discoloring, or releasing hazardous emissions.
- To prevent print quality problems, avoid getting fingerprints on the transparencies.
- Before loading transparencies, fan the stack to prevent sheets from sticking together.

Envelopes

You can load up to 10 envelopes in the multipurpose feeder. Try a sample of any envelopes you are considering using with the printer before buying large quantities. See **page 55** of **Using and loading the multipurpose feeder** for loading an envelope instructions.

When printing on envelopes:

- Set the Paper Source to MP Feeder or Manual Env, set the paper type to Envelope, and select the correct envelope size from the printer driver, in the Local Printer Setup Utility, or from MarkVision.
- Use envelopes made from 75 to 105 g/m^2 (20 to 28 lb) bond paper. For best performance and fewer print media jams, do not use envelopes that:
  - Have excessive curl.
  - Are stuck together.
  - Are damaged in any way.
  - Contain windows, holes, perforations, cutouts or embossing.
  - Use metal clasps, string ties, or metal folding bars.
  - Have postage stamps attached.
  - Have any exposed adhesive when the flap is in the sealed or closed position.
- Use envelopes that can withstand temperatures of 205°C (401°F) without sealing, excessive curling, wrinkling, or releasing hazardous emissions.
- Adjust the right paper guide to fit the width of the envelopes.
- Load envelopes with the flap side down, and position the short edge nearest the return address to enter the printer first. See **page 55** of **Using and loading the multipurpose feeder** for loading an envelope instructions.
- If you are feeding self-sealing envelopes, open the rear output bin door so envelopes feed straight out the back of the printer. The rear output bin holds about 10 envelopes.

Labels

Your printer can print on many labels designed for use with laser printers. These labels are supplied in letter size and A4 size sheets. Label adhesives, face sheet (printable stock), and topcoats must be able to withstand temperatures of 205°C (401°F) and pressure of 25 pounds per square inch (psi).

Try a sample of any labels you are considering using with the printer before purchasing a large quantity.

For detailed information on label printing, characteristics and design, refer to the *Card Stock & Label Guide* available on Lexmark's Web site at www.lexmark.com/publications.

When printing on labels:

- Set the Paper Type to Labels from the printer driver, in the Local Printer Setup Utility, or from MarkVision.
- You may feed vinyl labels from the 250-sheet tray and the multipurpose feeder.
- Do not load labels together with paper or transparencies in the same paper source.
- Do not use label sheets with a slick backing material.
- Do not print within 1 mm (0.04 in.) of the die cut.
- Use full label sheets. Partial sheets may cause labels to peel off during printing, resulting in a jam. Partial sheets also contaminate your printer and your cartridge with adhesive, and could void your printer and cartridge warranties.
- Use labels that can withstand temperatures of 205°C (401°F) without sealing, excessive curling, wrinkling, or releasing hazardous emissions.
- Do not print within 1 mm (0.04 in.) of the edge of the label, of the perforations, or between die-cuts of the label.
- Do not use label sheets that have adhesive to the edge of the sheet. We recommend zone coating of the adhesive at least 1 mm (0.04 in.) away from edges. Adhesive material contaminates your printer and could void your warranty.
- If zone coating of the adhesive is not possible, a 3 mm (0.125 in.) strip should be removed on the leading and driver edge, and a non-oozing adhesive should be used.
- Remove a 3 mm (0.125 in.) strip from the leading edge to prevent labels from peeling inside the printer.
- Portrait orientation is preferred, especially when printing bar codes.
- Do not use labels that have exposed adhesive.

Printer maintenance when printing on labels

After continuously printing approximately 10,000 pages of labels (or each time you replace the print cartridge), complete the following steps to maintain printer feeding reliability:

1. Print 5 sheets of paper.
2. Wait approximately 5 seconds.
3. Print 5 more sheets of paper.

Card stock

Card stock is single ply, and has a large array of properties, such as the orientation of paper fibers and texture, that can significantly affect the print quality.

You may only print card stock from the multipurpose feeder. Card stock must always exit to the rear output bin.

Try a sample of any card stock you are considering using with the printer before purchasing a large quantity.

See **Print media source specifications** for information on the preferred weight of print media.

When printing on card stock:

- Set the Paper Type to Card Stock from the printer driver, in the Local Printer Setup Utility, or from MarkVision.
- Do not use preprinted card stock manufactured with chemicals that may contaminate the printer. Preprinting introduces semi-liquid and volatile components in the printer.
- Do not use card stock that is perforated or creased. It may cause print media jams.
- We recommend the use of grain short card stock.

Printer maintenance when printing on card stock

After printing approximately 10,000 pages of card stock (or each time you replace the print cartridge), complete the following steps to maintain printer feeding reliability:

1. Print 5 sheets of paper.
2. Wait approximately 5 seconds.
3. Print 5 more sheets of paper.

For detailed information on card stock printing, characteristics, and design, refer to the *Card Stock & Label Guide* available on Lexmark's Web site at www.lexmark.com/publications.

29 Linking trays

If you use the same size and type of print media in two or more sources (standard tray, optional tray, and the multipurpose feeder), the automatic tray linking feature is enabled. When trays are linked in this way, the printer selects print media from a second tray when the first becomes empty.

To verify Paper Size and Paper Type settings, print a menu settings page (see **Printing the menu settings page**). Change the Paper Size and Paper Type settings in the Local Printer Setup Utility so the settings match.

If you load the same size print media in each tray, make sure the print media is all the same type, also.

Disabling tray linking

If you use different print media in the sources, each source with a different print media must have the Paper Type set to a unique value to disable the automatic tray linking feature. You set the Paper Type setting in the Local Printer Setup Utility.

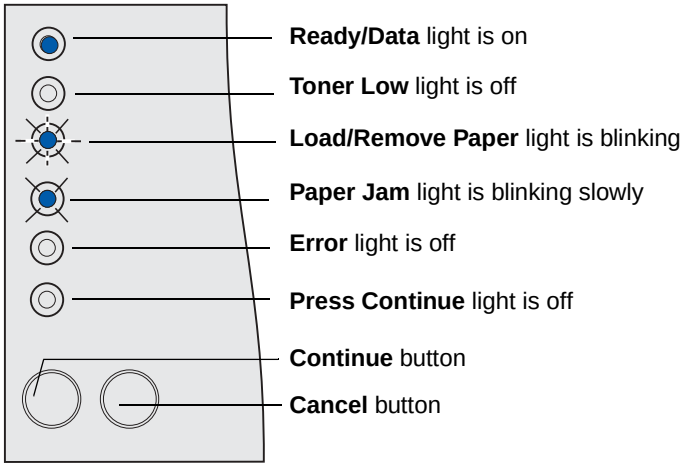
For more information, see **Using the Local Printer Setup Utility**.

30 Using MarkVision to manage the printer

To understand how MarkVision can help you manage the printer, refer to the drivers CD.

31 Using the operator panel

The operator panel has six lights and two operator panel buttons. Lights that are on, off, or blinking indicate different printer conditions.


Ready/Data light is on
Toner Low light is off
Load/Remove Paper light is blinking
Paper Jam light is blinking slowly
Error light is off
Press Continue light is off
Continue button
Cancel button

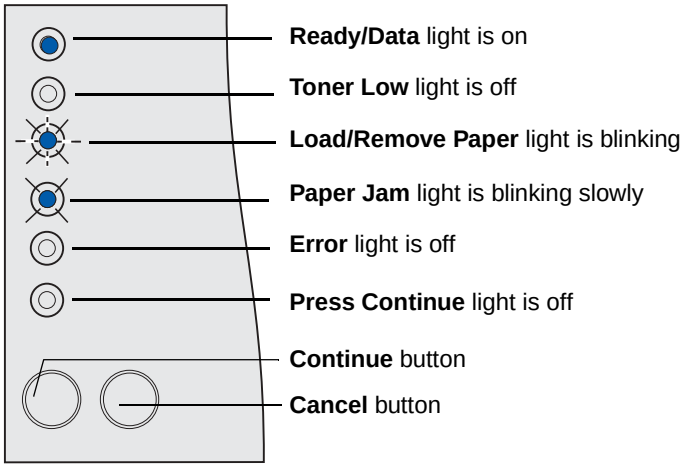
Common light sequences and their meaning

Light status	Printer status
Ready/Data light is on	Ready to receive and process data.
Ready/Data light is blinking	Busy receiving or processing data.
Toner Low light is on	Toner is low in the print cartridge.
Load/Remove Paper light is on	Waiting for you to: • Load print media in a tray or the multipurpose feeder. • Remove paper from an output bin.
Paper Jam light is on	Detects a jam.
Error light is on	Detects an open door or problem with the print cartridge.
Press Continue light is on	Waiting for you to press the **Continue** button.

For a complete list of light messages, see **Understanding the operator panel lights**.

32 Understanding the operator panel lights

Operator panel lights that are off, on, or blinking (fast or slowly) indicate printer conditions such as printer status, intervention (for example, out of paper), or service.


Ready/Data light is on
Toner Low light is off
Load/Remove Paper light is blinking
Paper Jam light is blinking slowly
Error light is off
Press Continue light is off
Continue button
Cancel button

Some light sequences prompt you to press the **Continue** button to clear a printer condition:

- Press and release **Continue** briefly to restart the printer.
- Press and release **Continue** twice quickly to display an error code.
- Press and release **Continue** twice quickly to display additional error codes.

Press and hold **Cancel** until all the lights come on to reset the printer.

Press and release **Cancel** to cancel a print job.

The following table shows the most common light sequences. Click the indicated page for more information.

Common light sequences

Ready/ Data	Toner Low	Load/ Remove Paper	Paper Jam	Error	Press Continue	Printer status/Message	Go to page:
						• Busy • Defragmenting flash • Formatting flash • Programming flash • Printing a directory • Printing a font list • Printing menu settings page(s) • Printing Print Quality Test Pages	102
						Programming network code	103
						Load the multipurpose feeder.	103
						Load tray 1 or tray 2.	104
						Upper front door is open.	105
						• Print cartridge not installed • Unsupported print cartridge • Defective print cartridge	105
						Tray 1 is missing when tray 2 is installed. (Insert tray 1.)	107
						Invalid refill cartridge (Change the print cartridge.)	107
						Toner Low when the Toner Alarm is set to Off	108
						Toner Low when the Toner Alarm is set to On	108

Standard output bin is full. **109**

Not Ready (also referred to as *offline*) **109**

- Ready **110**
- Power Saver

Hex Trace Ready **111**

Waiting **111**

Ready with Toner Low **112**

Hex Trace Ready with Toner Low **112**

Busy with Toner Low **113**

Waiting with Toner Low **113**

- Flushing buf -05iR(r)]TJ 0 -184867 TD -065.35 T

When the following light sequences are displayed, press and release **Continue** twice quickly to see its secondary light sequence:

Common light sequences with secondary sequences

Ready/ Data	Toner Low	Load/ Remove Paper	Paper Jam	Error	Press Continue	Printer status	Go to page:
						Secondary error code	106
						Print media jam	104
						Invalid network code	115
						Service error	110

The following table shows the secondary error codes that are displayed when you press and release **Continue** twice quickly. Click on the indicated page for more information.

Secondary error code light sequences

Ready/ Data	Toner Low	Load/ Remove Paper	Paper Jam	Error	Press Continue	Printer status/Message	Go to page:
						Insufficient collation area	106
						Memory full	116
						Complex page	116
						Short paper	117
						Font error	117

Secondary error code light sequences (continued)

Ready/ Data	Toner Low	Load/ Remove Paper	Paper Jam	Error	Press Continue	Printer status/Message	Go to page:
						Deficient printer memory	118
						Insufficient defrag memory	118
						External network adapter (ENA) connection lost	119
						Invalid network code	119
						Defective flash	120
						Unformatted flash	120
						Network interface error	121
						Flash full	121
						Too many flash options	122

Secondary error code light sequences for jams

Ready/ Data	Toner Low	Load/ Remove Paper	Paper Jam	Error	Press Continue	Printer status/Message	Go to page:
						Jam in an input area	**122**
						Jam between the input area and the exit area.	**123**
						Jam in an exit area	**123**
						Jam in the internal duplex unit	**124**
						Jam in the multipurpose feeder	**124**

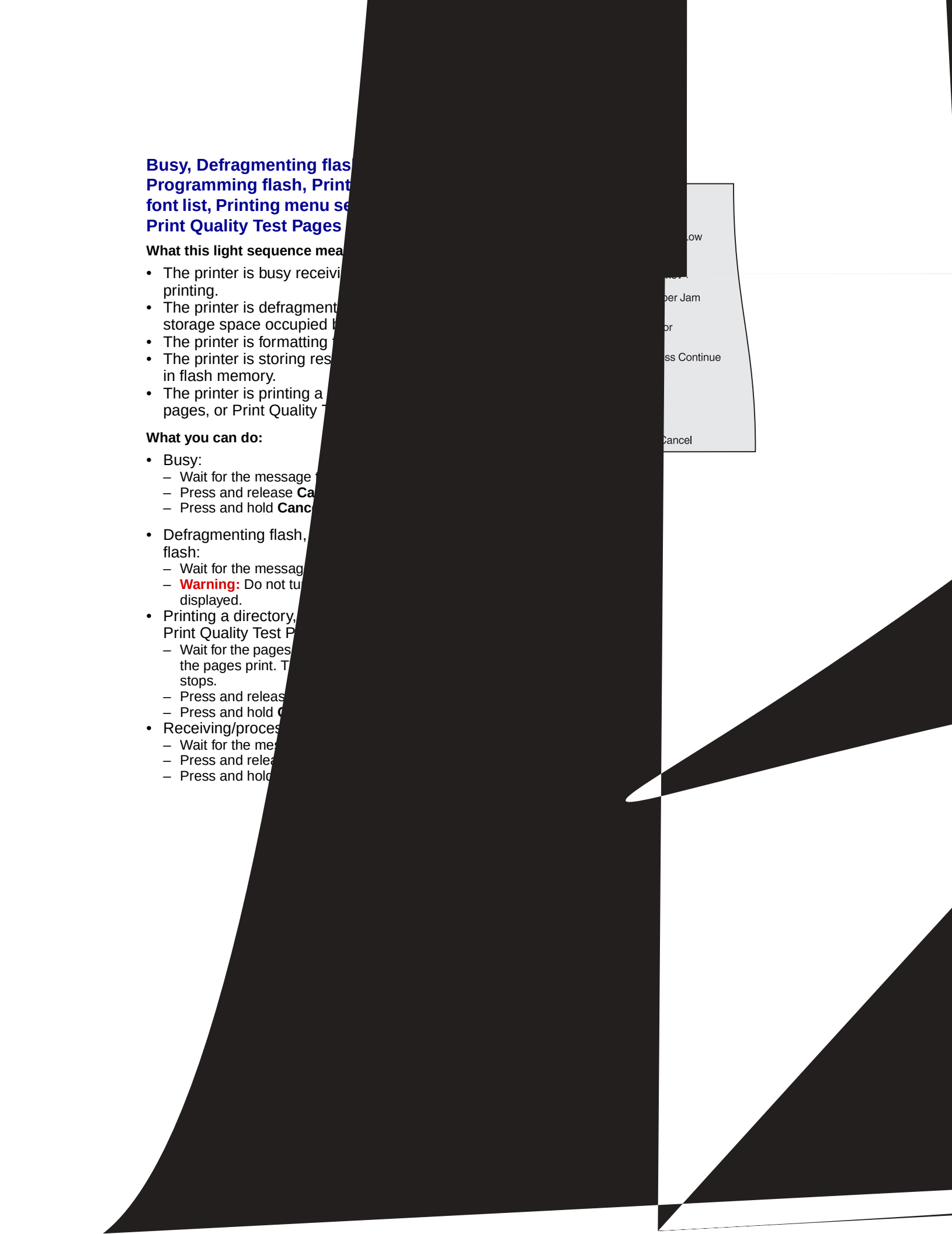
Busy, Defragmenting flas
Programming flash, Print
font list, Printing menu se
Print Quality Test Pages

What this light sequence mea

- The printer is busy receivi
  printing.
- The printer is defragment
  storage space occupied
- The printer is formatting
- The printer is storing res
  in flash memory.
- The printer is printing a
  pages, or Print Quality T

What you can do:

- Busy:
  – Wait for the message
  – Press and release **Ca**
  – Press and hold **Canc**
- Defragmenting flash,
  flash:
  – Wait for the messag
  – **Warning:** Do not tu
  displayed.
- Printing a directory,
  Print Quality Test P
  – Wait for the pages
  the pages print. T
  stops.
  – Press and releas
  – Press and hold **C**
- Receiving/proces
  – Wait for the me
  – Press and relea
  – Press and hold



Programming network code

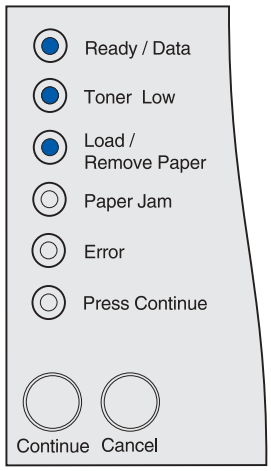
What this light sequence means:

The printer is programming new system code.

What you can do:

Wait for the message to clear.

Warning: Do not turn the printer off while this message is displayed.



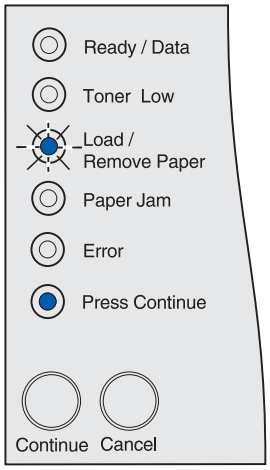
Load the multipurpose feeder

What this light sequence means:

The printer is waiting for you to load print media into the multipurpose feeder.

What you can do:

- Load print media in the multipurpose feeder, and then press and release **Continue**.
- Press and release **Cancel** to cancel the print job.
- Press and hold **Cancel** to reset the printer.



Upper front door is open

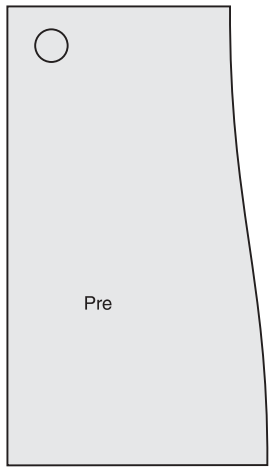
What this light sequence means:

The printer upper front door is open.

What you can do:

Close the upper front door.

The printer clears the message.



Print cartridge not installed, unsupported print cartridge, or defective print cartridge

What this light sequence means:

The print cartridge is not installed, not supported by this printer, or is defective.

What you can do:

- Insert the print cartridge.
- Replace the print cartridge with a nondefective cartridge supported by this printer.

Secondary error code

What this light sequence means:

The printer has one of the following errors:

- Memory is full.
- A page is too complex to print.
- A page is shorter than the set page margins.
- Resolution of a formatted page is reduced to 300 dots per inch (dpi) before printing.
- A font error has occurred.
- Memory is not sufficient to save what is in the buffer.
- Printer memory is not sufficient to defragment flash memory.
- Communication with the host computer is lost.

What you can do:

- Press and release **Continue** twice to clear the message.
- Press and release **Continue**

Insufficient

What this l

The printe
free spac
to one of

- Mem
- A page
- A pa
- Re

- Press

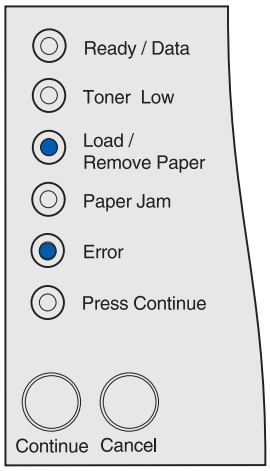
Tray 1 is missing when tray 2 is installed

What this light sequence means:

Tray 1 is missing from the printer when tray 2 is installed.

What you can do:

- Insert tray 1 into the printer.
- Press and release **Cancel** to cancel the print job.
- Press and hold **Cancel** to reset the printer.



Invalid refill cartridge

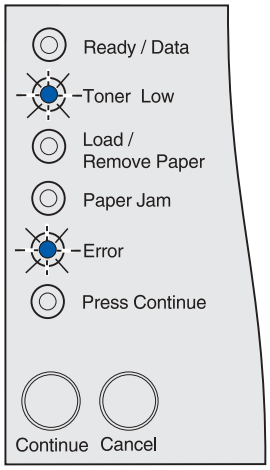
What this light sequence means:

The print cartridge you are using was not designed for your printer.

What you can do:

Remove the invalid print cartridge and install one supported by this printer.

For more information, see **Ordering a print cartridge**.



Toner Low when the Toner Alarm is set to Off

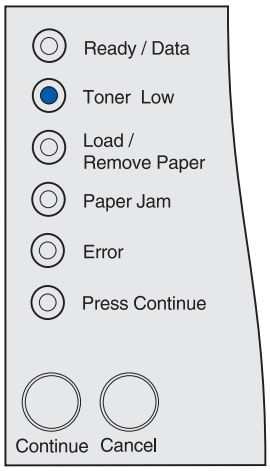
What this light sequence means:

The print cartridge is low on toner and the Toner Alarm is set to Off.

Note: The Toner Alarm setting is available in the Local Printer Setup Utility. For more information, see **Using the Local Printer Setup Utility**.

What you can do:

- Remove the print cartridge, shake it, and then reinstall it. See **page 72** in **Replacing the print cartridge** for an illustration of how to shake the print cartridge. Press and release **Continue** to clear the message and continue printing.
- Replace the print cartridge. See **Replacing the print cartridge** for instructions to replace the print cartridge. Press and release **Continue** to clear the message and continue printing.



Note: The Toner Low light can be displayed with other status light sequences. Status light sequences are ones that indicate the status of the printer, such as Ready, Not Ready, Canceling Job, Flushing Buffer, and so on. These type of light sequences do not require that you do something to the printer. The Toner Low light is not displayed with light sequences requiring that you attend to the printer, such as light sequences for clearing jams, changing the cartridge, closing doors, inserting trays, loading print media, or printer memory, flash memory, and network errors.

Toner Low when the Toner Alarm is set to On

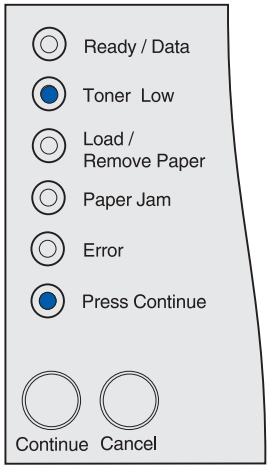
What this light sequence means:

The print cartridge is low on toner and the Toner Alarm is set to On.

Note: The Toner Alarm setting is available in the Local Printer Setup Utility. For more information, see **Using the Local Printer Setup Utility**.

What you can do:

- Remove the print cartridge, shake it, and then reinstall it. See **page 72** in **Replacing the print cartridge** for an illustration of how to shake the print cartridge. Press and release **Continue** to clear the message and continue printing.
- Replace the used print cartridge. See **Replacing the print cartridge** for instructions to replace the print cartridge. Press and release **Continue** to clear the message and continue printing.



Standard output bin is full

What this light sequence means:

The standard output bin is full.

What you can do:

Remove the print media from the bin.

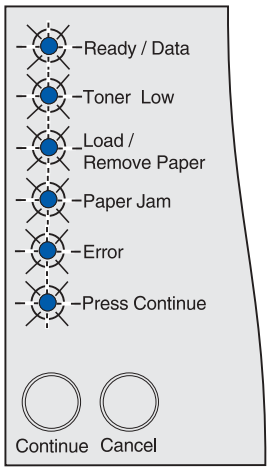
Service error

What this light sequence means:

An error requiring service has occurred.

What you can do:

Turn the printer off and check all cable connections. Turn the printer back on. If the service error recurs, contact the Lexmark support site for customer service at **http://support.lexmark.com**, and report the light sequence and a description of the problem.



Ready and Power Saver

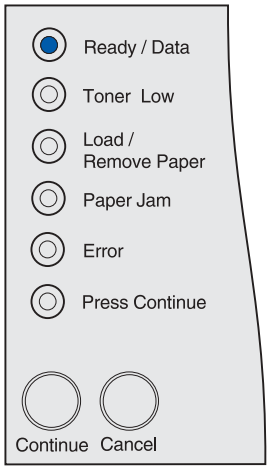
What this light sequence means:

- The printer is ready to receive and process data.
- The printer is in Power Saver mode.

Note: The Power Saver setting, available in the Setup Settings in the Local Printer Setup Utility, must be set. For more information, see **Using the Local Printer Setup Utility**.

What you can do:

- Press and release **Continue** to print the menu settings pages. See **Printing the menu settings page** for more information.
- Press and hold **Cancel** to reset the printer.



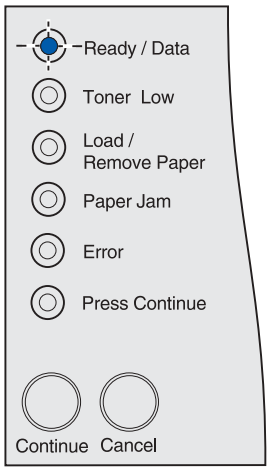
Hex Trace Ready

What this light sequence means:

The printer is in the Ready mode and Hex Trace is active. Hex Trace helps you determine if there is a problem with the language interpreter or the cable.

What you can do:

Press and hold **Cancel** to reset the printer.



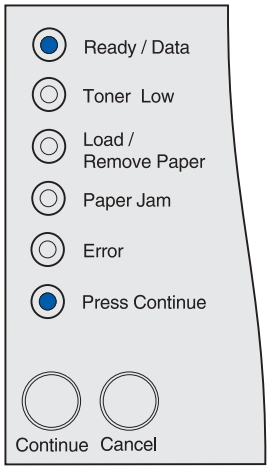
Waiting

What this light sequence means:

- The printer is waiting until a print timeout occurs or it receives additional data.
- The collation of pages is enabled, but the print job is not finished processing. The collation feature requires that the print job ends processing before the collated copy is printed.

What you can do:

- Press and release **Cancel** to cancel the print job.
- Press and release **Continue** to print the contents of the print buffer.
- Press and hold **Cancel** to reset the printer.



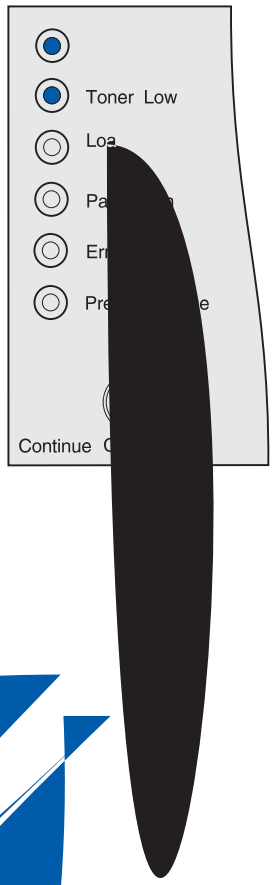
Ready with Toner Low

What this light sequence means:

The printer is ready to receive and process data, and the print cartridge is low on toner.

What you can do:

- Remove the print cartridge, shake it, and then reinstall it. See **page 72** in **Replacing the print cartridge** for an illustration of how to shake the print cartridge.
- Press and release **Continue** to clear the message and continue printing.



Hex Trace Ready with Toner Low

What this light sequence means:

The printer is in Hex Trace mode to help you d
problem with the language interpreter
cartridge is low on toner.

What you can do:

Remove the print
age 72** in **Re
to shak
and

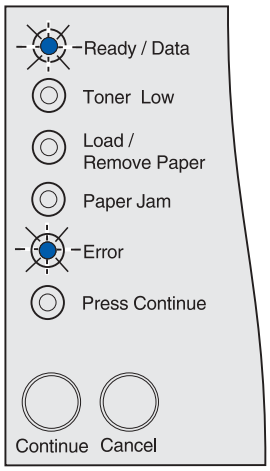
Flushing buffer or Resolution reduced

What this light sequence means:

- The printer is flushing corrupted print data.
- The printer is processing data or printing pages, but the resolution of a page in the current print job is reduced from 600 dots per inch (dpi) to 300 dpi in order to prevent a memory full error.

What you can do:

- Wait for the message to clear.
- Press and release **Cancel** to cancel the print job.
- Press and hold **Cancel** to reset the printer.



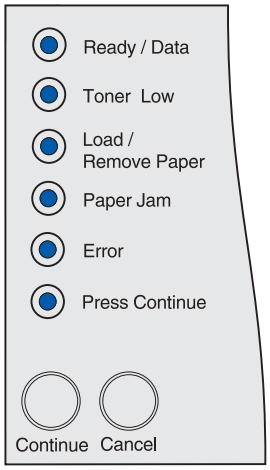
Canceling job or Resetting printer

What this light sequence means:

- The printer is processing a request to cancel the current print job.
- The printer is resetting to the user default settings. Any active print jobs are canceled. A *user default setting* is one you select and save which is different from the factory default setting. A user default setting remains in effect until you make another selection and apply it or until you restore factory default settings.

What you can do:

Wait for the message to clear. It clears when the printer finishes processing the cancellation request or when it resets to the user default settings.



Activating menu changes, Performing self test, or Restoring factory defaults

What this light sequence means:

- The printer is activating changes made to the printer menu settings or values.
- The printer is performing a self test.
- The printer is restoring the factory default printer settings. All downloaded resources (fonts, macros, symbol sets) in printer memory will be deleted.

What you can do:

- Activating menu changes: Wait for the message to clear.
- Self test: Wait as the printer powers on and enters the Ready state as shown by the **Ready/Data** light being on.
- Restoring factory defaults: Wait for the message to clear.

All lights on the operator panel cycle (lights blink in sequence one at a time from the top to the bottom, and then the cycle starts again).

Invalid network code

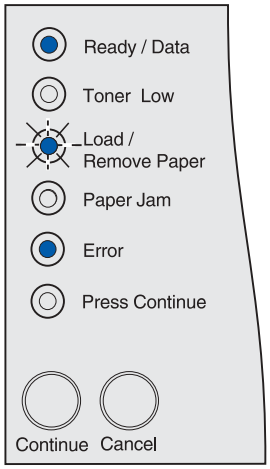
What this light sequence means:

The code in the internal print server has not been programmed or the programmed code is invalid.

What you can do:

Download valid network code. The Ready or Busy message will not return until valid network code is downloaded.

Warning: Do not turn the printer off while this message is displayed.



Memory full

What this light sequence

The printer is processing da
is full.

What you can do:

- Press and release **Continu**
  printing the job. The job ma
- To avoid this error in the futu
  - Simplify the print job. Redu
    reducing the amount of tex
    deleting unnecessary down
  - Install additional printer mer
- Press and release **Cancel** to ca
- Press and hold **Cancel** to reset t

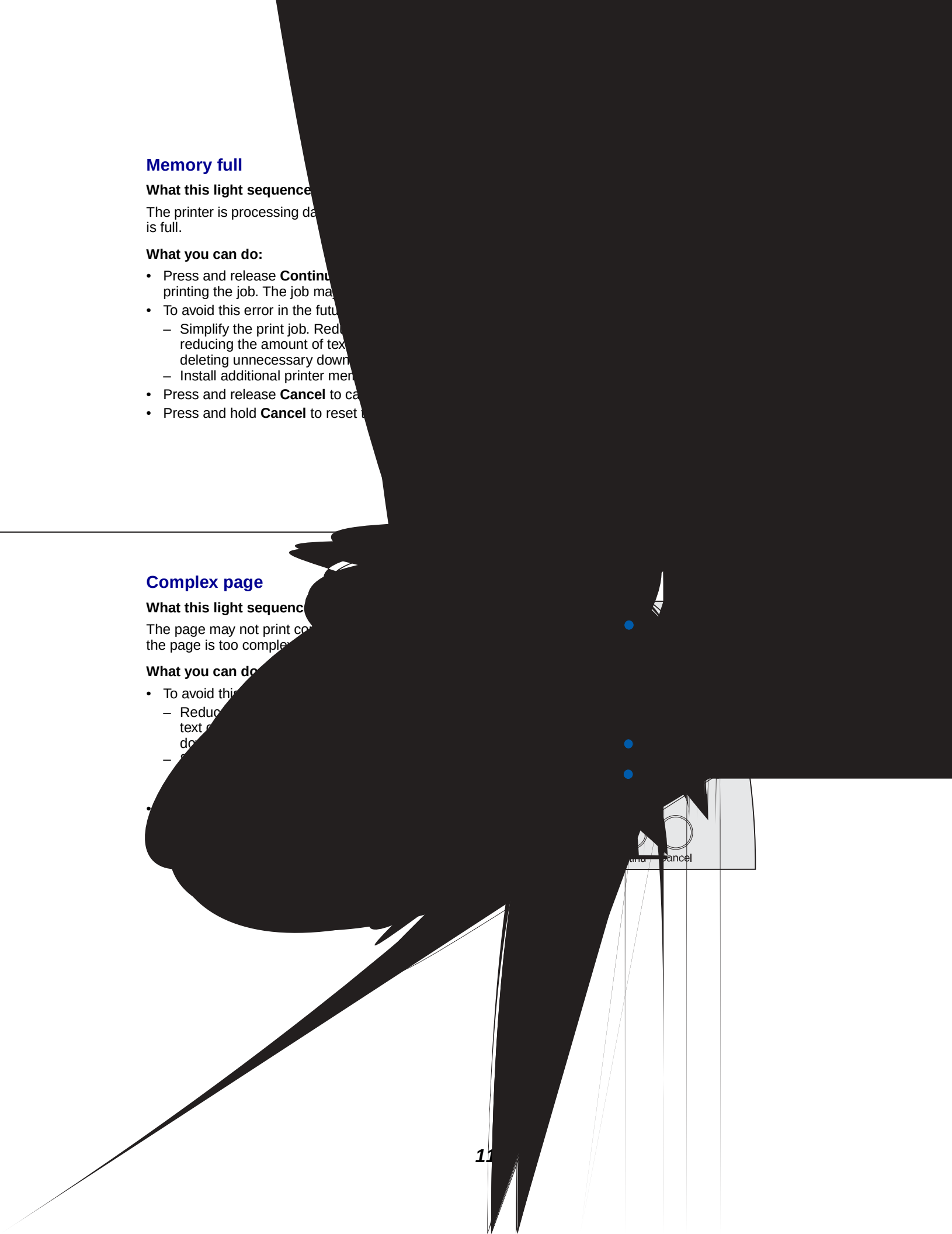
Complex page

What this light sequenc

The page may not print co
the page is too comple

What you can do

- To avoid thi
  - Reduc
    text
    do
  -
-



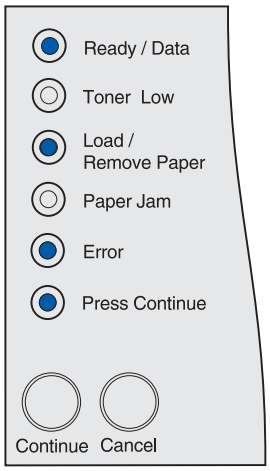
Short paper

What this light sequence means:

- The print media length is too short to print the formatted data.
- The printer does not know the print media size loaded in the tray.
- There is a problem feeding the print media.

What you can do:

- Press and release **Continue** to clear the message and continue printing. The printer does not automatically reprint the page that prompted the message.
- Make sure the Paper Size setting in the printer driver is correct for the size paper you are using. If MP Feeder Size is set to Universal, make sure your paper is large enough for the formatted data.
- Press and release **Cancel** to cancel the print job.
- Press and hold **Cancel** to reset the printer.
- Change the user default tray size in the Local Printer Setup Utility. See **Using the Local Printer Setup Utility** for more information.



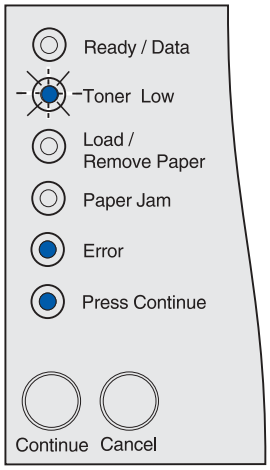
Font error

What this light sequence means:

The printer has received a request for a font that is not installed.

What you can do:

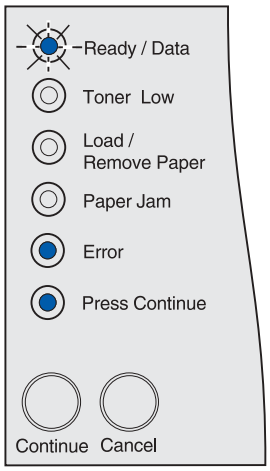
- Set Best Fit to On in the Local Printer Setup Utility or MarkVision so the printer performs a search to find a similar font. For more information, see **Using the Local Printer Setup Utility**.
- Press and release **Cancel** to cancel the print job.
- Press and hold **Cancel** to reset the printer.
- Press and release **Continue** to clear the message and continue printing.



Deficient printer memory

What this light sequence means:

The printer lacks the memory needed to enable Resource Save. This message usually indicates too much memory is allocated for one or more of the printer link buffers. Resource Save is disabled when this light sequence occurs.



What you can do:

- Press and release **Continue** to disable Resource Save and continue printing.
- To enable Resource Save after you get this message:
  - Make sure the link buffers in the Local Printer Setup Utility are set to Auto, and then exit the menus to activate the link buffer changes.
  - When the **Ready** message is displayed, enable Resource Save in the Local Printer Setup Utility.

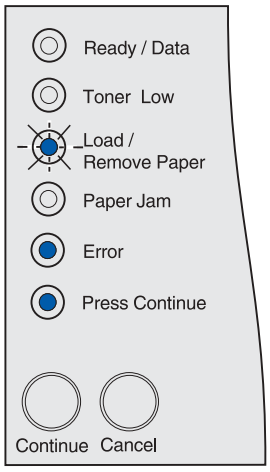
Note: See **Using the Local Printer Setup Utility** for more information.

- Install additional memory. Refer to the *Setup Guide* for more information.

Insufficient defrag memory

What this light sequence means:

The printer cannot defragment flash memory, because the printer memory used to store undeleted flash resources is full.



What you can do:

- Press and release **Continue** to clear the message.
- Delete fonts, macros, and other data in printer memory.
- Install additional printer memory. Refer to the *Setup Guide* for more information.
- Press and release **Cancel** to cancel the print job.
- Press and hold **Cancel** to reset the printer.

Defective flash

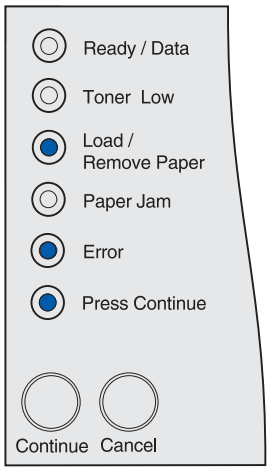
What this light sequence means:

The printer detects defective flash memory.

You must install valid flash memory before you can download any resources to flash.

What you can do:

- Press and release **Continue** to clear the message and continue printing. Downloaded fonts and macros not previously stored in flash memory are deleted.
- Install valid flash memory. Refer to the *Setup Guide* for more information.



Unformatted flash

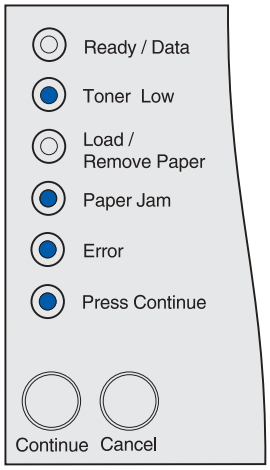
What this light sequence means:

The printer detects unformatted flash memory.

You must format the flash memory before you can store any resources on it.

What you can do:

- Press and release **Continue** to clear the message and continue printing. The job may not print correctly.
- Reformat the flash memory. Refer to the *Technical Reference* on Lexmark's Web site for more information about reformatting flash.
- If the error message remains, the flash memory may be defective and require replacing.



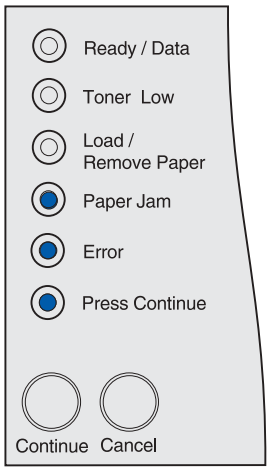
Network interface error

What this light sequence means:

The printer cannot establish communication with the network.

What you can do:

Press and release **Continue** to clear the message and continue printing. The job may not print correctly.



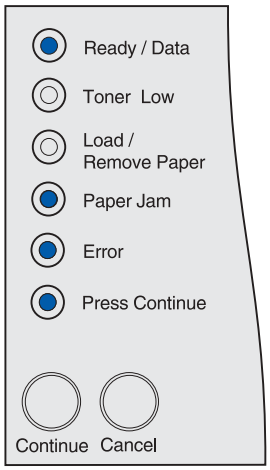
Flash full

What this light sequence means:

There is not enough free space in the flash memory to store the data you are trying to download.

What you can do:

- You must create free space in the flash memory. Delete fonts, macros, and other data stored on the flash memory.
- Press and release **Continue** to clear the message and continue printing. Downloaded fonts and macros not previously stored in flash memory are deleted.
- Install flash memory with more storage capacity. Refer to the *Setup Guide* for more information.
- Press and release **Cancel** to cancel the print job.
- Press and hold **Cancel** to reset the printer.



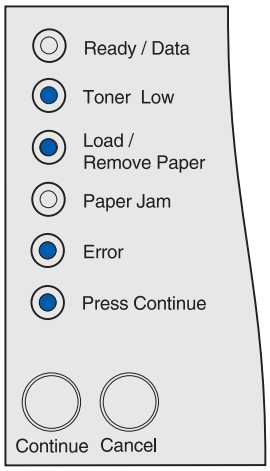
Too many flash options

What this light sequence means:

Too many flash memory options are installed on the printer.

What you can do:

- Turn off and unplug the printer. Remove the excess flash memory. Plug in the printer and turn it on.
- Press and release **Continue** to clear the message.



Jam in an input area

What this light sequence means:

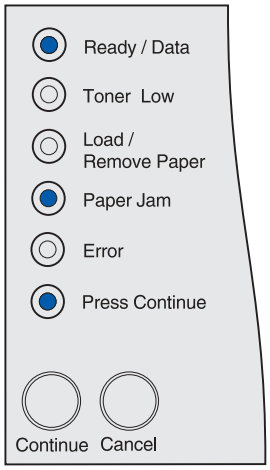
A jam has occurred in an area where print media enters the printer from a source.

What you can do:

Clear the jam and the entire paper path:

1. Open the upper front door.
2. Remove the print cartridge.
3. Remove the jam.
4. Replace the print cartridge.
5. Close the upper front door.
6. Press and release **Continue** to clear the message.

See **Jam in input area** for more information.



Jam in the internal duplex unit

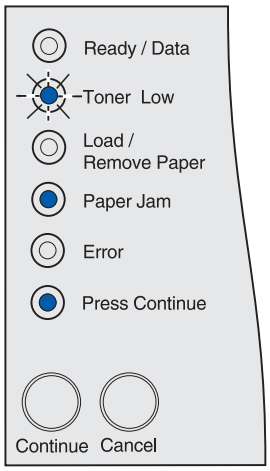
What this light sequence means:

The printer detects a jam in the internal duplex unit.

What you can do:

- Clear the jam and the entire paper path. See **Jams under the printer** to clear this jam.
- Press and release **Continue** to clear the message.

See **Jam in the internal duplex unit** for more information.



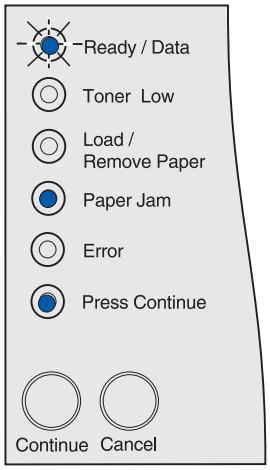
Jam in the multipurpose feeder

What this light sequence means:

The printer detects a jam in the multipurpose feeder.

What you can do:

- Clear the jam and the entire paper path. See **Jams in the multipurpose feeder** to clear the jam.
- Press and release **Continue** to clear the message.



Advancing in the menus and menu items, and selecting and saving values

Press and release **Cancel** to scroll through menus and menu items.

Press and release **Continue** to advance to the value you need.

Press and hold **Continue** until all of the lights cycle to save a value.

To return to the Home menu, press and hold **Cancel** until all of the lights cycle.

Exiting the menus

To exit the menus, turn the printer off.

Menus overview

Utilities menu

Use the Utilities menu to print information about available printer resources, printer settings, and print jobs. Other menu items let you set up printer hardware and troubleshoot printer problems.

Reset Factory Defaults

Purpose: To return your printer settings to the factory default values. All menu items are returned to the factory default values except:

- Display Language.
- All settings in the Parallel menu, Serial menu, Network menu, Infrared menu, LocalTalk menu, and USB menu.

All downloaded resources (fonts, macros, and symbol sets) in printer memory (RAM) are deleted. (Resources residing in flash memory or on the hard disk are unaffected.)

See **Restoring factory defaults** for more information.

Hex Trace

Purpose: To help isolate the source of a print job problem. With Hex Trace selected, all data sent to the printer is printed in hexadecimal and character representation. Control codes are not executed.

To exit Hex Trace, turn the printer off or reset the printer from the Job menu available through Printer Job Language (PJL). For information about PJL commands, refer to the *Technical Reference*.

See **Using Hex Trace mode** for more information.

Print Quality Test Pages

Purpose: To help isolate print quality problems, such as streaking. When you select this, these pages print:

- An information page containing printer information, cartridge information, current margin settings, and a graphic to use to evaluate the print quality
- Two pages with graphics to use to evaluate how well the printer is capable of printing various types of graphics

See **Printing Print Quality Test Pages** for more information.

Setup menu

Use the Setup menu to configure a variety of printer features.

Note: An asterisk indicates the factory default value.

Auto CR after LF

Purpose: To specify whether the printer automatically performs a carriage return after a line feed control command.

Values:

Off* - Printer does not perform a carriage return after a line feed control command.

On - Printer performs a carriage return after a line feed control command.

Auto LF after CR

Purpose: To specify whether the printer automatically performs a line feed after a carriage return control command.

Values:

Off* - Printer does not perform a line feed after a carriage return control command.

On - Printer performs a line feed after a carriage return control command.

Auto* - Printer examines the data to determine the format, and then processes it appropriately.

Protocol

Purpose: To specify the parallel interface protocol.

Values:

Standard - May resolve some parallel interface problems.

Fastbytes* - Provides compatibility with most existing parallel interface implementations (recommended setting).

Mode 2

Purpose: To determine whether the parallel port data is sampled on the leading or trailing edge of strobe.

Values:

Off - Samples parallel port data on the trailing edge of strobe.

On* - Samples parallel port data on the leading edge of strobe.

MAC Binary PS

Purpose: To configure the printer to process Macintosh binary PostScript print jobs.

Values:

Off - Printer filters PostScript print jobs using standard protocol.

On - Printer processes raw binary PostScript print jobs from computers using the Macintosh operating system. This setting often causes Windows print jobs to fail.

Auto* - Printer processes print jobs from computers using either Windows or Macintosh operating systems.

USB menu

Use the USB menu to change printer settings affecting a Universal Serial Bus (USB) port.

> **Note:** An asterisk indicates the factory default value.

NPA Mode

Purpose: To specify whether the printer performs the special processing required for bidirectional communication, following the conventions defined in the Network Printing Alliance (NPA) Protocol.

> **Note:** Changing this menu item resets the printer.

Values:

Off - Printer does not perform NPA processing.

On - Printer performs NPA processing. If data is not in NPA format, it is rejected.

Auto* - Printer examines the data to determine the format, and then processes it appropriately.

MAC Binary PS

Purpose: To configure the printer to process Macintosh binary PostScript print jobs.

Values:

Off - Printer filters PostScript print jobs using standard protocol.

On - Printer processes raw binary PostScript print jobs from computers using the Macintosh operating system.

> **Note:** This setting often causes Windows print jobs to fail.

Auto* - Printer accepts print jobs from computers using either Windows or Macintosh operating systems.

Network menu

Use the Network menu to change printer settings affecting jobs sent to the printer through a network port (either Standard Network or Network Opt <x>).

> **Note:** An asterisk indicates the factory default value.

NPA Mode

Purpose: To specify whether the printer performs the special processing required for bidirectional communication, following the conventions defined in the Network Printing Alliance (NPA) Protocol.

> **Note:** Changing this menu item resets the printer.

Values:

Off - Printer does not perform NPA processing.

On - Printer performs NPA processing.

Auto* - Printer examines the data to determine the format, and then processes it appropriately.

MAC Binary PS

Purpose: To configure the printer to process Macintosh binary PostScript print jobs.

Values:

Off - Printer filters PostScript print jobs using standard protocol.

On - Printer processes raw binary PostScript print jobs from computers using the Macintosh operating system. This setting often causes Windows print jobs to fail.

Auto* - Printer processes print jobs from computers using either Windows or Macintosh operating systems.

Set Card Speed

Purpose: The network card is designed to automatically sense the connection speed of your network; however, you can disable this feature and set the speed manually.

Values:

Auto* - The printer detects current network speed.

10 Megabits per second (Mbps), Half Duplex - Forces the printer to try to connect to the network only at 10Mbps, Half Duplex.

10Mbps, Full Duplex - Forces the printer to try to connect to the network only at 10Mbps, Full Duplex.

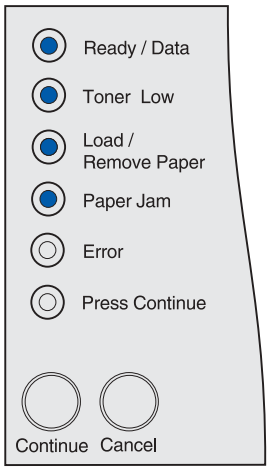
100Mbps, Half Duplex - Forces the printer to try to connect to the network only at 100Mbps, Half Duplex.

100Mbps, Full Duplex - Force the printer to try to connect to the network only at 100Mbps, Full Duplex.

34 Restoring factory defaults

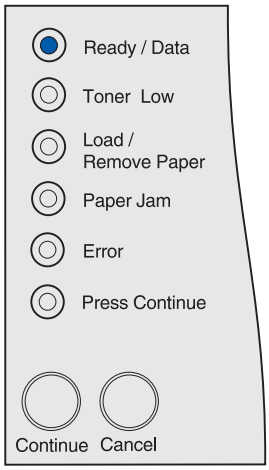
You can make changes to printer settings or values by using the menus available through the Printer Settings Configuration sheet, PJL commands, or the Local Printer Setup Utility. For more information, see **Printing the Printer Settings Configuration sheet**. To restore the original printer settings (factory default settings):

1. Turn the printer off.
2. Open the upper front door.
3. Press and hold **Continue** as you turn the printer on. All the lights cycle.
4. Release **Continue**.
5. Close the upper front door. The light sequence that represents the Home menu is displayed.



A Printer Settings Configuration sheet prints.

6 Press and release **Cancel** until you see the light sequence that represents Reset Factory Defaults.



7 Press and hold **Continue** until all the lights cycle.

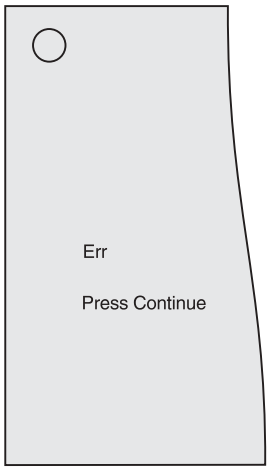
The printer factory defaults are restored.

To return to the Home menu, press and hold **Cancel** until all of the lights cycle. To exit the menus, turn the printer off.

35 Using Hex Trace mode

When unexpected characters print or characters are missing, use Hex Trace to help you determine if the language interpreter or the cable has a problem. Hex Trace isolates printing problems by telling you what information your printer is receiving.

1. Turn the printer off.
2. Open the upper front door.
3. Press and hold **Continue** as you turn the printer on. All the lights cycle.
4. Release **Continue**.
5. Close the upper front door. The light sequence that represents the Home menu is displayed.



Note: If the **Error** light is displayed, close the upper front door.

A Printer Settings Configuration sheet prints.

6. Press and release **Cancel** until you see the light sequence that represents Hex Trace, as indicated on the Printer Settings Configuration sheet.
7. Press and hold **Continue** until all the lights cycle.

To return to the Home menu, press and hold **Cancel** until all of the lights cycle. To exit the menus, turn the printer off.

36 Using the Local Printer Setup Utility

The Local Printer Setup Utility lets you select and save printer settings. These *user default settings* remain in effect until you make another selection and apply it, or until you restore the original printer settings (called *factory default settings).* See **Restoring factory defaults** for more information.

The Local Printer Setup Utility is available on Lexmark's Web site at www.lexmark.com. It may also be provided on the drivers CD for the printer. Check the drivers CD booklet to verify this.

Detailed instructions for using the Local Printer Setup Utility can be found in the Local Printer Setup Utility Help.

Make changes in the Local Printer Setup Utility to create settings that will apply to all print jobs. To change settings for an individual print job, make selections using the printer driver. These settings override settings made in the Local Printer Setup Utility.

The Local Printer Setup Utility lets you set values for the following settings:

Paper Settings
Paper Source
Paper Size (per supported sources)
Paper Type (per supported sources)
Custom Types (per custom type number)
Substitute Size
Configure MP
Paper Texture (per supported media)
Paper Weight (per supported media)
Paper Loading (per supported media

PostScript Settings
Print PS Error
Font Priority

Finishing Settings
Duplex
Duplex Bind
Copies
Blank Pages
Collation
Separator Sheets
Separator Source
Multipage Print
Multipage Order
Multipage View
Multipage Border

PCL Emulation Settings
Orientation
Lines Per Page
A4 Width
Tray Renumber (per supported sources)
Auto CR after LF
Auto LF after CR

USB Settings
PCL SmartSwitch
PS SmartSwitch
USB Buffer

Setup Settings
Printer Language
Power Saver
Resource Save
Download Target
Print Timeout
Wait Timeout
Auto Continue
Jam Recovery
Page Protect
Print Area
Display Language
Alarm Control
Toner Alarm

Quality Settings
Print Resolution
Toner Darkness
PQET
PictureGrade

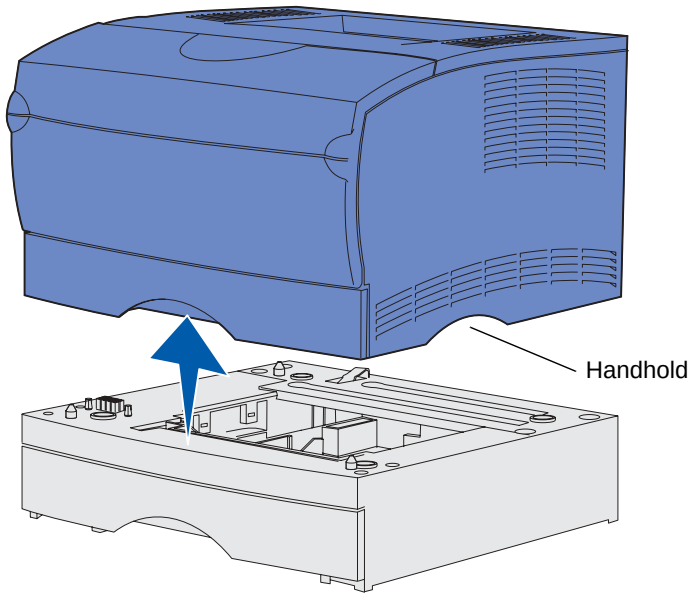
Parallel Settings
PCL SmartSwitch
PS SmartSwitch
Parallel Buffer
Advanced Status
Honor Init

37 Removing the printer from an optional drawer

You can remove the printer from either the 250-sheet drawer or the 500-sheet drawer using the same method.

1. Turn the printer power off.
2. Unplug the printer power cord.
3. Disconnect all cables from the back of the printer.
4. Use the handholds to lift the printer off of the optional drawer and set the printer aside.

CAUTION: Make sure your fingers are not under the printer when you set it down.



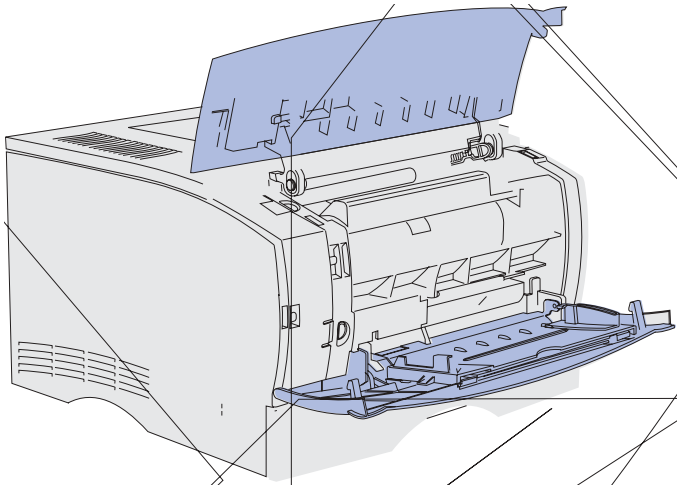
38 Removing an optional memory card

These instructions can help you remove optional printer memory or flash memory cards.

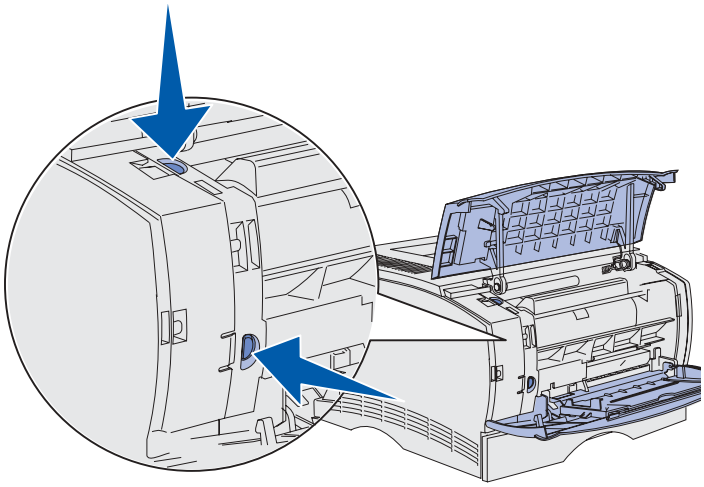
Note: You will need a #2 Phillips screwdriver for this procedure.

Accessing the system board

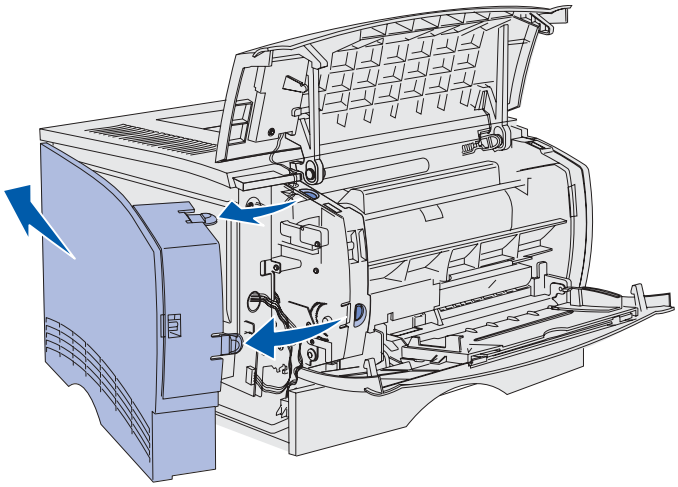
1. Turn the printer off and unplug the printer power cord.
2. Disconnect all cables from the back of the printer.
3. Open the upper front door and multipurpose feeder door.



4 Press the tabs on the front and top of the printer to release the side door.



5 Swing the side door away from the printer, and then slide the door toward the back of the printer to remove it.



6 Set the door aside.

7 Locate the shield on the side of the printer.

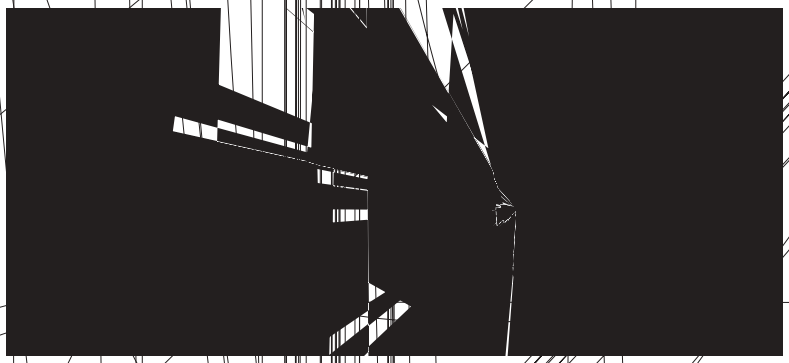
8 Loosen the six screws on the shield, but do not remove the screws completely.

Removing optional memory cards

Complete the following steps to remove optional printer memory or flash memory cards.

WARNING: Optional memory cards are easily damaged by static electricity. Touch something metal on the printer before you touch an optional memory card.

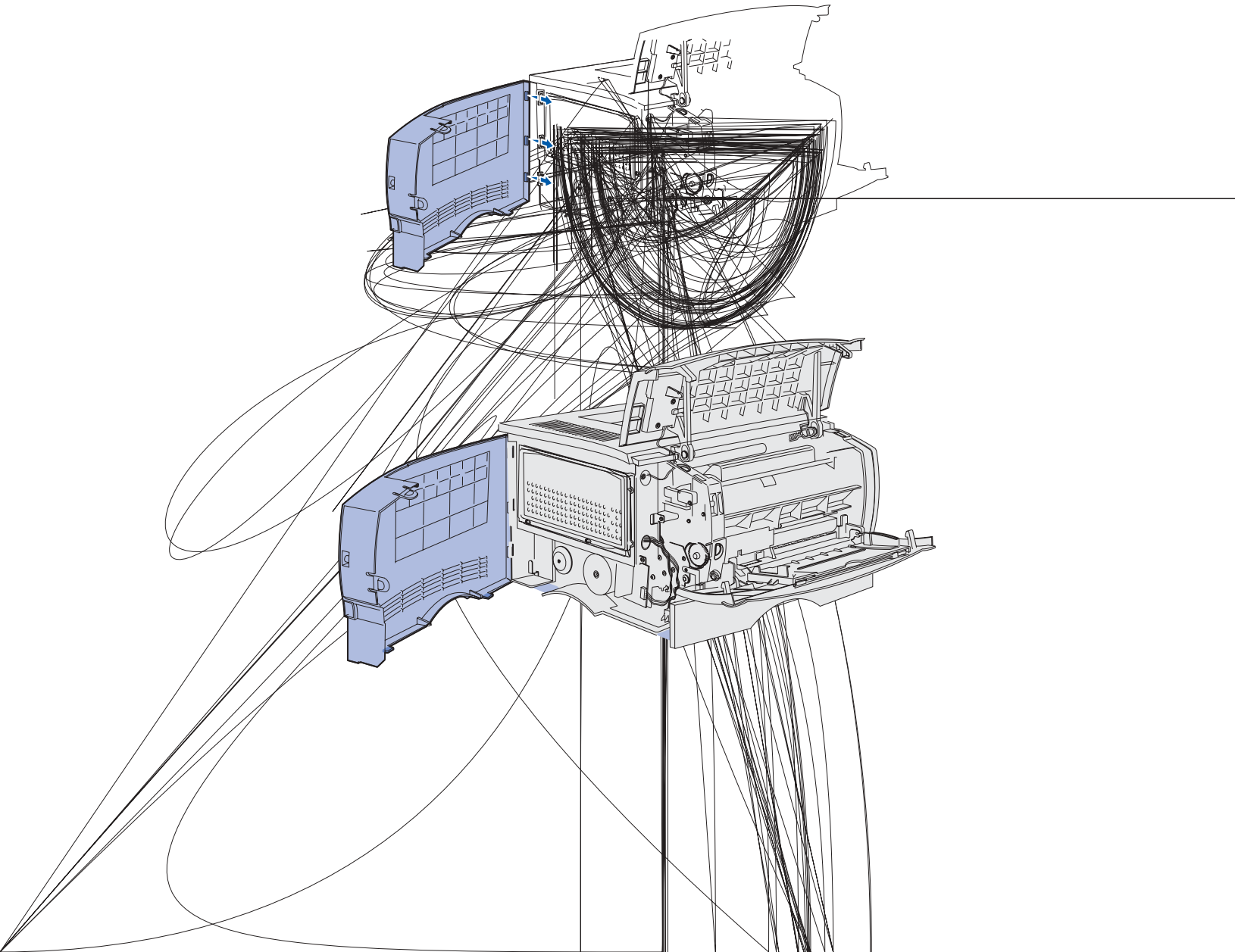
1. Remove the shield. See **Accessing the system board**.
2. Locate the optional memory card you want to remove.
3. Push the connector latches on both ends of the memory connector away from the memory card.
4. Pull the memory card straight out of the memory connector.



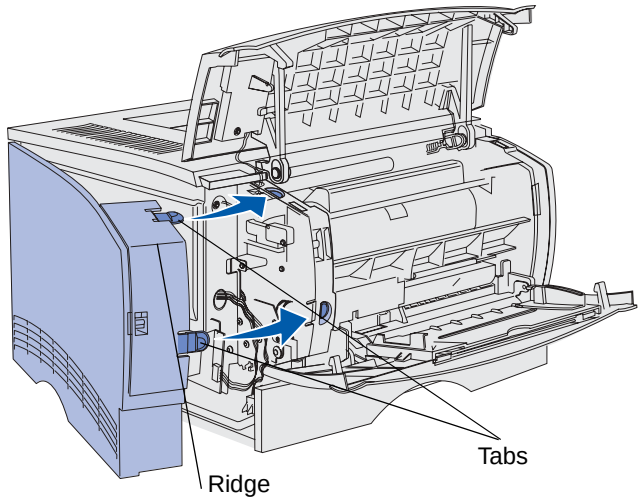
5. Place the memory card in its original packaging, or wrap it in paper and store it in a box.
6. Reinstall the shield. See **Reinstalling the shield**.

Reinstalling the shield

1. Align the six keyholes with six screws on the shield.



3 Press the side door firmly into place, making sure that the two tabs are in place, and that the ridge on top of the side door aligns with the ridge on the printer.



4 Close the upper front door and multipurpose feeder door.

5 Reconnect all cables on the back of the printer.

6 Plug in the printer power cord, and turn the printer on.

Notices

- Edition notice
- Trademarks
- Licensing notice
- Safety information
- Cautions and warnings
- Electronic emission notices
- Noise emission levels
- Energy Star
- Laser notices
- Statement of limited warranty

Edition: June 2002

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To obtain source code files for the Lexmark modified GNU licensed software, launch the drivers CD that shipped with your printer and click Contact Lexmark.

Safety information

- If your product is NOT marked with this symbol ⧈, it MUST be connected to an electrical outlet that is properly grounded.
- The power cord must be connected to an electrical outlet that is near the product and easily accessible.
- Refer service or repairs, other than those described in the operating instructions, to a professional service person.
- This product is designed, tested, and approved to meet strict global safety standards with the use of specific Lexmark components. The safety features of some parts may not always be obvious. Lexmark is not responsible for the use of other replacement parts.
- Your product uses a laser.

CAUTION! Use of controls or adjustments or performance of procedures other than those specified herein may result in hazardous radiation exposure.

- Your product uses a printing process that heats the print media, and the heat may cause the media to release emissions. You must understand the section in your operating instructions that discusses the **guidelines for selecting print media** to avoid the possibility of harmful emissions.

Cautions and warnings

CAUTION: A caution identifies something that might cause you harm.

WARNING: A warning identifies something that might damage your printer hardware or software.

Electronic emission notices

Federal Communications Commission (FCC) compliance information statement

The Lexmark T420 and T420n laser printers, Type 4048-001 and 4048-002, respectively, have been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

The FCC Class B limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult your point of purchase or service representative for additional suggestions.

The manufacturer is not responsible for any radio or television interference caused by using other than recommended cables or by unauthorized changes or modifications to this equipment. Unauthorized changes or modifications could void the user's authority to operate this equipment.

Note: To assure compliance with FCC regulations on electromagnetic interference for a Class B computing device, use a properly shielded and grounded cable such as Lexmark part number 1329605 for parallel attachment or 12A2405 for USB attachment. Use of a substitute cable not properly shielded and grounded may result in a violation of FCC regulations.

Any questions regarding this compliance information statement should be directed to:

Director of Lab Operations
Lexmark International, Inc.
740 West New Circle Road
Lexington, KY 40550
(859) 232-3000

Industry Canada compliance statement

This Class B digital apparatus meets all requirements of the Canadian Interference-Causing Equipment Regulations.

Avis de conformité aux normes d'Industrie Canada

Cet appareil numérique de la classe B respecte toutes les exigences du Règlement sur le matériel brouilleur du Canada.

European Community (EC) directives conformity

This product is in conformity with the protection requirements of EC Council directives 89/336/EEC and 73/23/EEC on the approximation and harmonization of the laws of the Member States relating to electromagnetic compatibility and safety of electrical equipment designed for use within certain voltage limits.

A declaration of conformity with the requirements of the directives has been signed by the Director of Manufacturing and Technical Support, Lexmark International, S.A., Boigny, France.

This product satisfies the Class B limits of EN 55022 and safety requirements of EN 60950.

Japanese VCCI notice

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取扱説明書に従って正しい取り扱いをして下さい。

The United Kingdom Telecommunications Act 1984

This apparatus is approved under the approval number NS/G/1234/J/100003 for the indirect connections to the public telecommunications systems in the United Kingdom.

Noise emission levels

The following measurements were made in accordance with ISO 7779 and reported in conformance with ISO 9296.

1-meter average sound pressure, dBA	
Printing	51 dBA
Idling	30 dBA

Energy Star

The EPA ENERGY STAR Office Equipment program is a partnership effort with office equipment manufacturers to promote the introduction of energy-efficient products and to reduce air pollution caused by power generation.

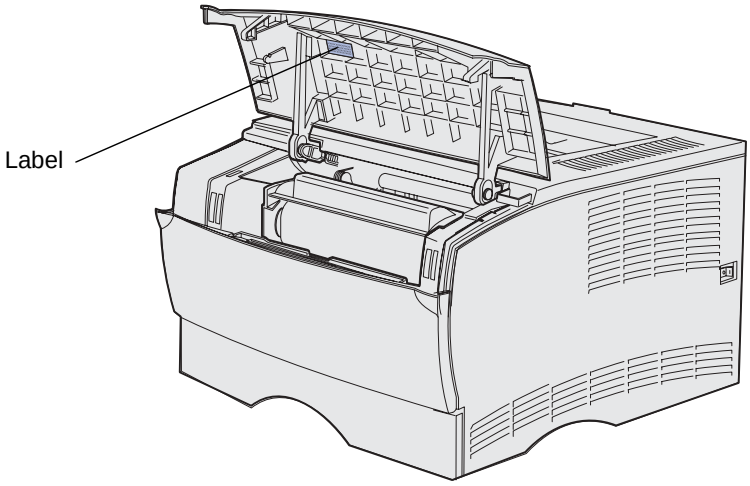
Companies participating in this program introduce products that power down when they are not being used. This feature will cut the energy used by up to 50 percent. Lexmark is proud to be a participant in this program.

As an ENERGY STAR Partner, Lexmark International, Inc. has determined that this product meets the ENERGY STAR guidelines for energy efficiency.

Laser notices

The following laser notice label may be affixed to this printer as shown:

Laser advisory label



Laser notice

The printer is certified in the U.S. to conform to the requirements of DHHS 21 CFR Subchapter J for Class I (1) laser products, and elsewhere is certified as a Class I laser product conforming to the requirements of IEC 60825-1.

Class I laser products are not considered to be hazardous. The printer contains internally a Class IIIb (3b) laser that is nominally a 5 milliwatt gallium arsenide laser operating in the wavelength region of 770-795 nanometers. The laser system and printer are designed so there is never any human access to laser radiation above a Class I level during normal operation, user maintenance, or prescribed service condition.

Statement of limited warranty

Lexmark International, Inc., Lexington, KY

This warranty applies to the United States and Canada. For customers outside the U.S. and Canada, refer to the country-specific warranty information that came with your printer.

Lexmark T420 Printer

This Statement of Limited Warranty applies to this product if it was originally purchased for your use, and not for resale, from Lexmark or a Lexmark remarketer, referred to in this statement as “Remarketer.”

Warranty

Lexmark warrants that this product:

- Is manufactured from new parts, or new and serviceable used parts, which perform like new parts
- Is free from defects in material and workmanship
- Conforms to Lexmark’s official published specifications
- Is in good working order

If this product does not function as warranted during the warranty period, contact a Remarketer or Lexmark for repair without charge.

If this product is a feature or option, this statement applies only when that feature or option is used with the product for which it was designed. To obtain warranty service, you may be required to present the feature or option with the product.

If you transfer this product to another user, warranty service under the terms of this statement is available to that user for the remainder of the warranty period. You should transfer proof of original purchase and this statement to that user.

Warranty service

The warranty period is 12 months months and starts on the date of original purchase as shown on the purchase receipt.

To obtain warranty service you may be required to present proof of original purchase. Warranty service will be provided at your location.

When warranty service involves the exchange of a product or part, the item replaced becomes the property of the Remarketer or Lexmark. The replacement may be a new or repaired item. The replacement item assumes the remaining warranty period of the original product.

Replacement is not available to you if the product you present for exchange is defaced, altered, in need of a repair not included in warranty service, or damaged beyond repair. Also, such product must be free of any legal obligation or restrictions that prevent its exchange.

Before you present this product for warranty service, remove all programs, data, and removable storage media.

For further explanation of your warranty alternatives and the nearest Lexmark authorized servicer in your area, please contact Lexmark at 1-859-232-3000, or on the World Wide Web at http://support.lexmark.com.

Free remote technical support is provided for this product throughout its warranty period. Lexmark offers a variety of extended warranty programs that include an extension of technical support. For products no longer covered by a Lexmark warranty, technical support may only be available for a fee.

Extent of warranty

We do not warrant uninterrupted or error-free operation of a product.

Warranty service does not include repair of failures caused by:

- Modification or attachments
- Accidents or misuse
- Unsuitable physical or operating environment
- Maintenance by anyone other than Lexmark or a Lexmark authorized servicer
- Operation of a product beyond the limit of its duty cycle
- Failure to have installed a maintenance kit as specified (if applicable)
- Use of printing media outside of Lexmark specifications
- Use of other than Lexmark supplies (such as toner cartridges, inkjet cartridges, and ribbons)
- Use of other than Lexmark product or component

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This warranty gives you specific legal rights. You may also have other rights which vary from state to state.

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